

# **City of Cheyenne 2006 Citizen Survey**

**PREPARED BY  
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FOR THE  
CITY PLANNING SERVICES**

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# **Executive Summary**



## Introduction

This is the eleventh Citizen Survey to be conducted by the City of Cheyenne. The central goals of these surveys have been to determine residents' perceptions about the overall quality of life in Cheyenne, reveal levels of satisfaction and importance about existing city services, and ascertain what current and future issues are of significance to citizens.

The surveys have helped focus attention on the quality and importance of service delivery.

They also aid the City Council, city government and the public in establishing priorities for government spending, staffing and planning. Survey information also provides an initial framework for tracking community opinions about the core responsibilities of Cheyenne city government, helping to insure maximum service quality over time.

The community surveys have created reliable baseline data of resident opinion that can be monitored in future years as Cheyenne changes, grows and faces difficult and inevitable tradeoffs between the costs of services versus the quality of services.

Copies of this report have been provided to the Laramie County Library, the Laramie County Community College Library, and the Wyoming Center for Business & Economic Analysis (WCBEA), the City Clerk's office and are also available at City Planning Services.

If you have any questions or comments, please contact City Planning Services at 637-6281.

## Methodology

This year's Citizen Survey was mailed to a random sample of 800 Cheyenne residents in February 2006. Three waves were mailed in order to increase the survey response rate. This year's random sample was drawn from a commercial listing service which used citywide postal delivery routes. Using a commercial listing service list provides greater representation than other potential lists.

Survey return envelopes were coded for the second consecutive year. This coding eliminated the need to mail each survey to all 800 addresses three times. This year 576 surveys were mailed in the second wave and 426 were mailed in the third wave. Also confidentiality and anonymity were strictly enforced. While survey return envelopes were mailed back to the city, they were not opened by city staff. Only staff at the WCBEA opened and compiled the returned surveys. It should also be mentioned that only the return envelopes were coded, not the survey instruments. Therefore, no attempt was ever made to match a returned survey to its mailing address.

A total of 436 surveys were returned in 2006 as compared to 484 in 2005. The unadjusted response rate was 54.5 percent ( $436/800 = 54.5\%$ ). In the 2005 Citizen Survey, the unadjusted response rate was 60.5 percent, by comparison. The response rate has declined for three consecutive years.

The effective response rate, which excludes undeliverable surveys from the sample, was 58.4 percent in 2006 as compared 65.6 percent in 2005, a percentage decrease of 11 percent. In 2004 the comparable rate was 69.6 percent. There were 53 surveys returned as undeliverable, thus the effective sample size was reduced to 747 and the effective response rate becomes 436/747 or 58.4 percent.

The survey results are statistically reliable with the margin of error at plus or minus 4.8 percent. In 2005, the margin of error was 4.5 percent.

Residents gave ratings on a five level scale in response to most questions. The percent of residents selecting each option was reported and in some cases the ratings were converted to a 100 point scale for ease of comparison. The conversion simply took the average (mean) of the ratings and converted it to a 0 to 100 scale where 0 was the lowest rating (very bad) and 100 was the highest rating (very good). Average intermediate ratings could vary anywhere in between 0 and 100 with 25 making a rating of bad, 50 neither good nor bad, and 75 or above as good to excellent.

## **New for 2006**

In this year's survey, some format changes were made to the survey instrument with the hope that the instrument would be easier to read, however, these changes increased the page length of the instrument from 4 to 5 pages. The increased length of the survey instrument and other possible factors may have contributed to the 11 percent decrease in this year's response rate. Citizens were also asked some new questions this year. Some of the new topics posed concerned prohibiting smoking in all public places, using 5th penny sales tax revenues for the Animal Shelter and the City/County Health Department, and using stop light cameras for traffic enforcement. Also some questions from last year's survey were dropped.

Citizens were once again given the opportunity to offer their comments at the end of the survey instrument. These comments are bound as a separate appendix to this report. The reader should be aware that no statistical validity can be attached to these comments.

# **Highlights of Findings**



## **Cheyenne Quality of Life**

- Seventy-nine percent of Cheyenne residents rated the local quality of life as good or very good in this year's survey. In 2005, the comparable rating was 82 percent and in 2004 it was 84 percent. There has not been much variation in the answers to this question over the past 9 years.
- There were noticeable changes in citizens ranking of the top issues facing Cheyenne in this year's survey. Higher wages retained its number one ranking, but drugs and the high cost of utilities replaced water and economic growth as the number two and three most important issues in 2005. In 2004, the top issues were economic growth, water (the drought) and planned growth. While economic growth tended to dominate past surveys, this year it was the fifth most important issue as compared to 3rd in 2005. Similar to the 2005 survey, the just completed survey showed citizens were again concerned about improving their standard of living but they mentioned three factors that were not helping their economic well being – utility costs, fuel costs and the high price of housing. Once again, street repair, water and annexation were issues making the Top 10 list in 2006.

## **Quality of City Service Delivery**

- The overall quality of city services was rated good or very good by 63 percent of the survey respondents in 2006 (Question 12). In 2005 the comparable percentage was 69 percent. For example in 2001, 85 percent of respondents rated services at the good or very good level. By 2004, 74 percent held the same view. This year's drop from 69.1 percent to 63.0 was statistically significant at the 1 percent level which means this decline was not a random event.
- The top 5 rated city services were the Botanic Gardens, fire and rescue, city parks, trash removal and the Greenway in this year's survey. In 2005 the rankings were the Botanic Gardens, fire and rescue, city parks, the Greenway and park tree maintenance.

## **Importance of Services to Cheyenne**

- Citizens were asked to rate the importance of thirty-four city services in this year's survey. All received an average importance rating well above the scale midpoint that residents support continuation of all the services. Six services were rated at very high with a mean rating of 86.3 or above. Seven services were rated low in importance. Figure 14 presents these results in more detail.
- As was true for past surveys and for this year's survey, vital city services were rated very high with their means exceeding or approaching 90. These consisted of fire and rescue, police, ambulance and water and sewer services. In 2005, the condition of major streets received a 90.4, but in 2006 the word "major" was dropped and the mean dropped to 88.2.
- Services related to leisure time activities such as parks and art in public places were of low importance to citizens (means below 77.3). Art in public places was last in this year's survey

with a rating of 68.8. In 2005, it was second to last, but because the item “golf courses” was dropped from this year’s survey instrument, art in public places fell to last place. See Figure 15.

## Current Topics in Cheyenne

- Higher wages, for the second year in a row, was the number one major issue for Cheyenne citizens. Seventy-four respondents listed higher wages as their biggest concern. Second, however, was drugs, an issue that has never made the Top 10 list in past surveys. Sixty-three survey respondents listed this as a major issue. The next 3 issues were related to economic well-being: affordable utilities, high fuel costs and economic growth.
- Street repair, affordable housing and youth activities had almost identical counts (32, 32 and 31 respectively). Please see Figure 21 for further details.
- Last year taxes were a major issue for citizens, but in 2006 this topic did not make the Top 10 list. Also, traffic control dropped off the list in 2006. Annexation, however, remained a Top 10 issue in 2006 and has been a major issue in 4 out of the last 5 surveys.
- Residents were provided a list of 11 suggested city-wide improvements in the 2006 Survey. Last year there were 19 suggested improvements. Wind generation of electricity and renewable energy projects were the top two rated improvement projects in 2006. Third was affordable and expanded housing options. This latter item had the largest increase in its mean of the 11 suggested improvements, up 15 percent from 2005. Figure 26 lists the historical means for all suggested improvement areas.
- When asked about how their standard of living changed between 2005 and 2006, there was a noticeable drop in those reporting an increase in their standard of living and a corresponding increase in the number of citizens reporting that their standard of living decreased. In 2005, 30.3 percent of survey respondents reported an increase in their standard of living as compared 24 percent this year. This year 42.3 percent of respondents said their standard of living declined as compared to 34 percent in 2005.
- In the 2005 survey, prohibiting smoking in restaurants was favored by 68.5 percent of survey respondents and in this year’s survey that percentage increased sharply, up 11 percentage points to 79.2 percent.
- When asked if they favored prohibiting smoking in all public places, the margin of support was much narrower – 64.9 percent in support versus 35.1 percent in opposition. However, the percentage in favor did increase marginally from 2005, up from 60.2 percent in 2005 to 64.9 percent in 2006.
- Support for a publicly funded recreation center was favored by 66.5 percent of respondents in 2006. In last year’s survey 63.7 percent of respondents favored having a new recreation center. The wording of this question was changed in the 2006 survey, so the comparison between the two questions may not be precise.
- Support for using stop light cameras for enforcing traffic laws was favored by 62 percent of citizens and opposed by 38 percent.

# **Overall Quality in Cheyenne**



Four questions, two of which were new to this year’s survey, focused on residents’ overall view of Cheyenne. The results are presented both numerically and graphically in Figures 1 through 8 below.

## Cheyenne Quality of Life

Seventy-nine percent of respondents gave the quality of life in Cheyenne a good or very good rating as compared to an 82 percent rating in the 2005 survey. In 2004, the comparable ranking was 84 percent, thus in the past 2 years there has been a drop of 5 percentage points. Two percent of survey respondents rated the quality of life as poor this year, unchanged from 2004 and 2005. No respondent rated the quality of life as very poor for the past three years.

**Overall Quality of Life  
2006**  
(Percent of responses)

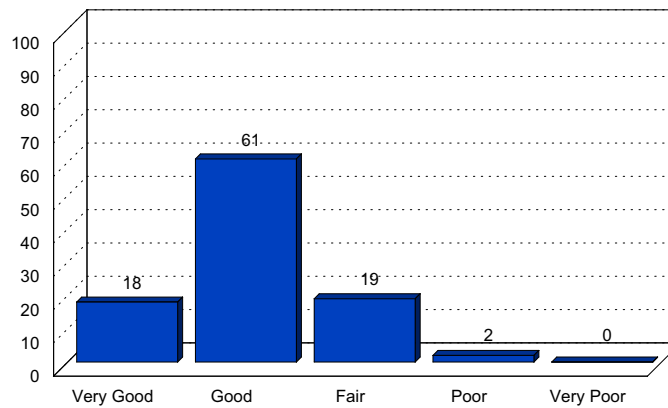


FIGURE 1

**Quality of Life**  
(Response summary 2006)

	2003	2004	2005	2006
Very Good	26%	25%	21%	18%
Good	55%	59%	61%	61%
Fair	14%	14%	16%	19%
Poor	4%	2%	2%	2%
Very Poor	1%	0%	0%	0%

FIGURE 2

# Quality of Neighborhood

This year residents were asked to rate the quality of their neighborhood and 74 percent rated it as good to very good. Three percent rated their neighborhood as poor and no neighborhood was rated as very poor.

**Overall Quality of Your Neighborhood**  
(Percent of responses)

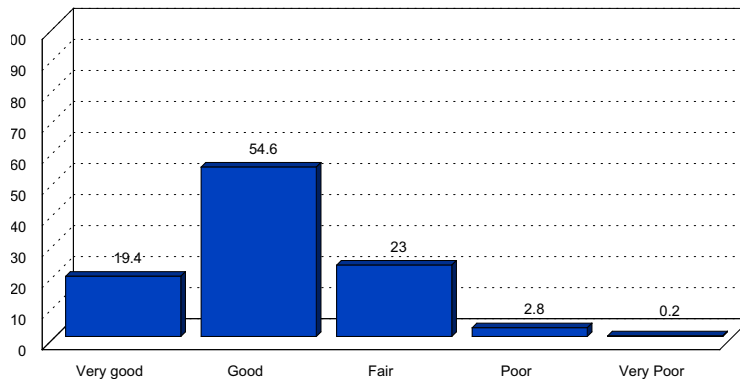


FIGURE 3

**Quality of Your Neighborhood**  
(Response summary 2006)

	2006
Very Good	19%
Good	55%
Fair	23%
Poor	3%
Very Poor	0%

FIGURE 4

# Physical Attractiveness of Cheyenne

In this year's survey, citizens were asked for the first time to rate the overall physical attractiveness of the city. Figures 5 and 6 present the results. Fifty-seven percent rated physical attractiveness of the city as good or very good. Six percent rated it as poor and 1 percent as very poor.

**Physical Attractiveness of Cheyenne as a Whole**  
(Percent of responses)

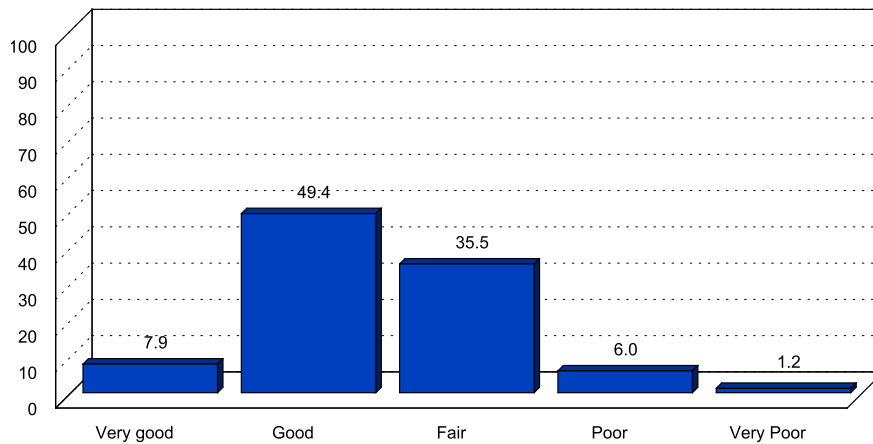


FIGURE 5

**Physical Attractiveness of Cheyenne as a Whole**  
(Response summary 2006)

	2006
Very Good	8%
Good	49%
Fair	36%
Poor	6%
Very Poor	1%

FIGURE 6

## Quality of City Services

Asked how they would rate the overall quality of city government services (Question 12), 63 percent of respondents rated city services good or very good as compared to 69 percent in 2005 and 74 percent in 2004. This was a statistically significant change at a 1 percent confidence level and was a definitive drop from last year. In 2003, the good or very good percentage was 79 percent. Unlike past years, there was a 5 percentage point decline in the “very good” rating in this year’s survey. The “good” rating has declined a full 10 percentage points between 2003 and 2006.

### Overall City Services (Percent of responses)

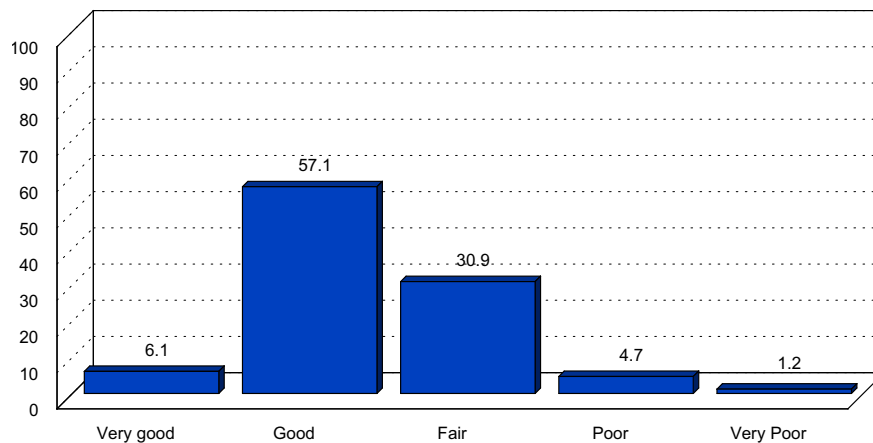


FIGURE 7

### Quality of City Services (Response summary 2006)

	2003	2004	2005	2006
Very Good	12%	11%	11%	6%
Good	67%	63%	58%	57%
Fair	18%	23%	27%	31%
Poor	2%	3%	3%	5%
Very Poor	1%	0%	1%	1%

FIGURE 8

# **City Service Delivery**



## Satisfaction Rating of City Services

Figure 9 on the next page provides a summary of the ratings given by residents to the quality of 36 Cheyenne city government associated services. Twenty-seven of these 36 services were listed and unchanged from last year's survey. The other nine services were either new to this year's survey or reworded. These new services were – Cheyenne Fire and Rescue, aquatics programs, historic preservation, housing/community development, open space, long range planning and Youth Alternative programs.

Figure 9 also shows the percent of responses in each rating level along with the average (mean) rating on a scale of 0 to 100. All services were rated well above 50. The five top rated services were the Botanic Gardens, fire protection, city parks, trash removal and the Greenway system. The only change from 2005 was the addition of trash removal to the Top 5 list. The Civic Center, in contrast, fell to sixth place. It should be noted that the differences in mean ratings between the Greenway, Civic Center, water and sanitary sewer, tree maintenance and the Depot were less than 1 percent. In 2004, the ranking order was Botanic Gardens, city parks, fire protection, trash collection and the Greenway.

The five lowest rated services in 2006 were building inspection/permits, long range city planning, nuisance enforcement, development and zoning, and the City Council. In the 2005 survey, the rankings were business recruitment, development and zoning, condition of residential streets, city planning and building inspection/permits.

Figure 10 provides a graphic display of the average ratings of the 36 services. Figure 11 provides a historical comparison of average ratings for the years 2001 through 2006. There are no statistics for 2002 because no survey was conducted that year. The ratings for most services over time vary within a narrow range. There were two exceptions this year. Recycling/composting fell from a 71.7 mean rating in 2005 to 66.6 in 2006, a decrease of 7 percent while the rating of the City Council fell from 63.6 last year to 58.6 this year, a decline of 7.9 percent. The City Council was the lowest rated item in this year's survey.

Historical comparisons among all 36 services were not possible due to definitional changes in service categories. Figure 12 does provide long-term comparisons for six city services. Trash removal and fire protection (Cheyenne Fire and Rescue) registered increases in their mean ratings in 2006 and appeared to reverse a long-term decline in their means. The mean rating for police service, however, dropped to its lowest level in the past 10 years (70.1).

## Satisfaction Rating of City Services (Percent of responses)

Services	Very Satisfied	Satisfied	Neither	Dis-satisfied	Very Dis-satisfied	Services Not Used	Mean Rating
Adult/youth recreation programs	4.1%	34.1%	20.0%	12.1%	5.2%	24.5%	65.1
Art in public places	9.9%	43.2%	31.1%	7.1%	3.5%	5.2%	70.3
Beautification efforts	7.4%	49.4%	28.0%	10.2%	3.1%	1.9%	69.7
Botanic Gardens	24.4%	51.1%	13.2%	0.7%	0.0%	10.6%	82.1
Building inspection/permits	1.9%	19.3%	31.2%	8.8%	4.0%	34.8%	61.9
Cheyenne Fire and Rescue	22.9%	50.5%	12.7%	1.2%	0.0%	12.7%	81.8
City aquatics program	3.6%	28.4%	32.2%	4.8%	1.7%	29.3%	67.8
City bus service	5.7%	26.3%	24.4%	3.6%	1.2%	38.8%	70.4
City cemeteries	5.2%	40.5%	24.3%	2.9%	0.0%	27.1%	73.2
City Council	2.9%	27.1%	31.2%	18.8%	10.0%	10.0%	58.6
City/County Health Department	8.2%	36.1%	24.3%	3.8%	0.0%	27.6%	73.5
City parks	15.4%	61.4%	15.6%	4.7%	0.2%	2.7%	77.8
Civic Center	13.9%	49.7%	20.7%	4.0%	1.6%	10.1%	75.6
Condition of streets	5.4%	39.4%	26.3%	24.2%	4.7%	0.0%	63.3
Condition of city sidewalks	2.6%	39.7%	30.3%	22.0%	5.0%	0.4%	62.6
Cultural opportunities	4.5%	39.9%	30.8%	14.8%	2.6%	7.4%	66.2
Depot/Depot Square events	14.9%	46.8%	24.1%	3.6%	1.9%	8.7%	75.1
Development and zoning	2.1%	24.6%	37.8%	18.8%	4.7%	12.0%	60.2
Greenway system	15.1%	48.2%	16.1%	5.7%	1.9%	13.0%	75.8
Historic preservation programs	4.9%	44.6%	34.7%	7.1%	0.7%	8.0%	70.0
Housing/community development	2.6%	33.2%	34.6%	17.6%	3.1%	8.9%	63.2
Open space	7.3%	48.9%	28.1%	6.5%	2.7%	6.5%	71.0
Long range city planning	2.8%	23.7%	39.2%	17.1%	4.8%	12.4%	60.7
Mayor's Office	9.8%	34.8%	29.8%	8.6%	5.5%	11.5%	67.8
Nuisance enforcement	4.6%	25.3%	27.9%	19.8%	7.0%	15.4%	60.2
Park and tree maintenance	10.1%	61.1%	21.1%	4.9%	0.9%	1.9%	75.2
Police services	9.0%	49.8%	20.1%	9.2%	5.7%	6.2%	70.1
Recycling/composting	6.9%	45.1%	20.3%	15.6%	6.2%	5.9%	66.6
Snow removal	6.4%	49.9%	21.9%	16.7%	4.4%	0.9%	67.6
Storm water drainage	6.0%	48.9%	31.7%	10.3%	1.9%	1.2%	69.5
Street sweeping/cleaning	8.4%	48.8%	30.5%	9.2%	2.4%	0.7%	70.4
Timing of traffic signals	5.4%	46.4%	19.3%	19.3%	9.4%	0.2%	63.8
Transportation/street planning	2.4%	32.2%	38.4%	16.6%	3.5%	6.9%	62.8
Trash removal	19.4%	59.5%	10.3%	7.7%	2.1%	1.0%	77.4
Youth Alternative programs	3.3%	28.7%	22.5%	8.3%	2.8%	34.4%	66.5
Water and sanitary sewer	11.1%	63.8%	17.0%	4.7%	2.4%	1.0%	75.4

FIGURE 9

## Quality of City Services

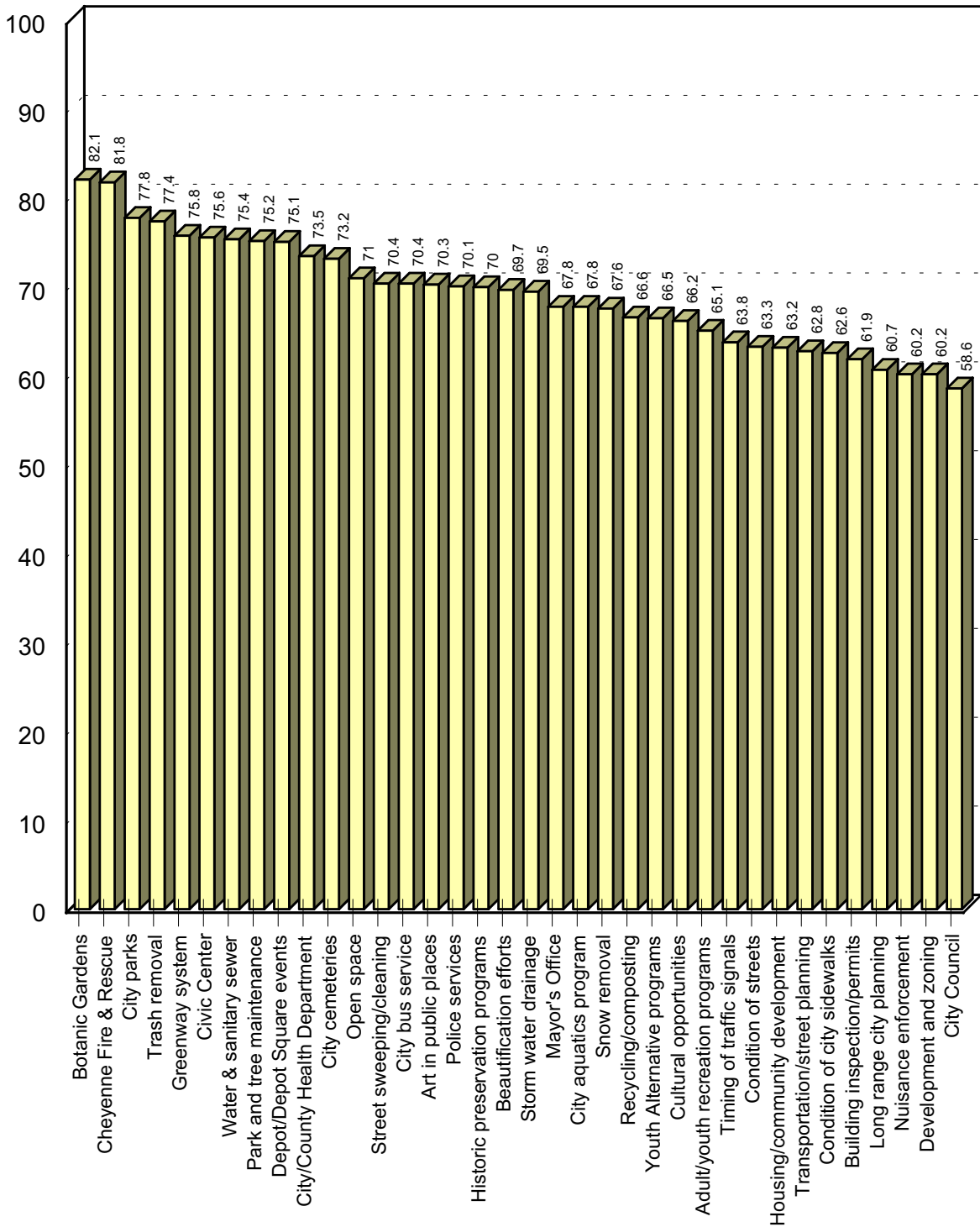


FIGURE 10

## Comparison of Mean Ratings for Satisfaction of City Services

Services	2001	2003	2004	2005	2006
Botanic Gardens	N/A	81.5	83.5	83.1	82.1
Cheyenne Fire and Rescue	80.4	81.8	80.0	79.4	81.8
City parks	78.0	78.0	80.3	79.1	77.8
Trash removal	78.5	80.4	79.4	77.0	77.4
Greenway system	75.3	74.1	79.2	78.9	75.8
Civic Center	N/A	77.1	76.7	77.4	75.6
Water and sanitary sewer	76.9	80.1	71.3	73.1	75.4
Park and tree maintenance	N/A	N/A	N/A	78.1	75.2
Depot/Depot Square events	N/A	N/A	N/A	N/A	75.1
City/County Health Department	N/A	74.1	73.2	74.4	73.5
City cemeteries	N/A	74.3	73.7	70.9	73.2
Open space	N/A	N/A	N/A	N/A	71.0
Street sweeping/cleaning	70.1	69.6	71.6	70.6	70.4
City bus service	62.5	71.0	68.4	68.1	70.4
Art in public places	N/A	70.1	71.6	72.5	70.3
Police services	74.2	73.8	75.4	72.9	70.1
Historic preservation programs	N/A	N/A	N/A	N/A	70.0
Beautification efforts	75.3	72.3	74.1	67.6	69.7
Storm water drainage	64.9	67.4	67.1	67.3	69.5
Mayor's Office	69.9	71.5	70.5	68.9	67.8
City aquatics program	N/A	N/A	N/A	N/A	67.8
Snow removal	69.3	66.0	64.4	66.3	67.6
Recycling/composting	71.3	70.9	72.8	71.7	66.6
Youth Alternative programs	N/A	N/A	N/A	N/A	66.5
Cultural opportunities	N/A	65.2	66.4	67.1	66.2
Adult/youth recreation programs	65.1	65.0	65.3	64.0	65.1
Timing of traffic signals	62.0	64.5	63.7	65.8	63.8
Condition of streets	N/A	N/A	N/A	65.7	63.3
Housing/community development	N/A	N/A	N/A	N/A	63.2
Transportation/street planning	58.6	63.7	63.5	62.0	62.8
Condition of city sidewalks	N/A	N/A	N/A	64.9	62.6
Building inspection/permits	N/A	N/A	63.2	60.7	61.9
Long range city planning	N/A	N/A	N/A	N/A	60.7
Nuisance enforcement	N/A	N/A	60.6	61.5	60.2
Development and zoning	N/A	N/A	59.4	58.0	60.2
City Council	67.4	63.1	65.5	63.6	58.6

FIGURE 11

## Historical Comparison

### Rating of City Services

Rating of Services	1996	1997	1998	1999	2000	2001	2003	2004	2005	2006
Trash removal	82.0	80.0	82.0	82.0	80.6	78.5	80.4	79.4	77.0	77.4
Cheyenne Fire and Rescue	84.0	82.0	82.0	84.0	80.6	80.4	81.8	80.0	79.4	81.8
Police service	78.0	78.0	76.0	78.0	76.0	74.2	73.8	75.4	72.9	70.1
Parks and recreation	78.0	76.0	76.0	78.0	74.0	78.0	N/A	N/A	N/A	N/A
Water and sanitary sewer	80.0	74.0	74.0	76.0	73.8	76.9	80.1	71.3	73.1	75.4
City bus service	N/A	N/A	N/A	N/A	64.1	62.5	71.0	68.4	68.1	70.4

FIGURE 12

## Importance Rating of City Services

Figure 13 on the following page provides ratings given by citizens of the importance of 34 Cheyenne city government associated services. Last year there were 36 services included in the survey. The table shows the percent of responses in each rating level along with the average (mean) rating on a scale of 0 to 100. All the services were rated well above 50 and are listed from the highest to lowest rating in Figure 14.

It should be noted that the City/County Health Department is a jointly funded agency by the city and county.

Consistent with past Citizen Surveys, fire protection (95.1) and police services (93.8) were rated as the most important services provided by the city. Water/sanitary sewer, condition of streets and trash removal rounded out the top five services of importance. In past years, ambulances services ranked as one of the top five most important services, but this service was placed under the category of Other Community Services in this year's survey. Those results will appear later in this report.

Figure 15 presents a historical perspective of how citizens typically rate services by importance. The lowest service of importance was art in public places with a mean of 68.8. City golf courses traditionally ranked last in importance but were dropped for this year's survey. The next lowest service was the aquatics program (72.1) followed by the Depot/Depot Square events with a mean of 73.8. In 2003, the Botanic Gardens was rated as the third least important service but has moved steadily upward in rankings. In 2005, it was fourth from last and this year it was 7th from last, out ranking bus services, cemeteries and the Greenway system.

## Importance Ratings of City Services (Percent of Responses)

Services	Very important	Important	Neither	Unimportant	Very unimportant	Mean Rating
Adult/youth recreation programs	31.2%	47.7%	19.2%	1.7%	0.2%	81.6
Art in public places	9.6%	39.7%	38.7%	9.1%	2.9%	68.8
Beautification efforts	26.4%	52.0%	18.5%	2.2%	0.9%	80.1
Botanic Gardens	19.1%	51.5%	24.1%	4.1%	1.2%	76.6
Building inspection/permits	23.0%	55.0%	17.5%	2.4%	2.1%	78.9
Cheyenne Fire and Rescue	76.6%	22.7%	0.5%	0.2%	0.0%	95.1
City aquatics program	9.5%	48.3%	36.7%	4.1%	1.4%	72.1
City bus service	15.2%	52.5%	27.0%	3.4%	1.7%	75.2
City cemeteries	12.9%	55.6%	26.7%	4.1%	0.7%	75.2
City/County Health Department	39.5%	45.7%	13.1%	1.4%	0.3%	84.5
City parks	33.2%	57.0%	9.3%	0.0%	0.5%	84.5
Civic Center	19.7%	56.7%	20.5%	2.4%	0.7%	78.5
Condition of city sidewalks	30.1%	61.2%	8.5%	0.2%	0.0%	84.2
Condition of streets	44.1%	53.1%	2.6%	0.2%	0.0%	88.2
Cultural opportunities	19.6%	53.9%	22.2%	2.6%	1.7%	77.4
Depot/Depot Square events	15.6%	49.0%	27.0%	6.0%	2.4%	73.8
Development and zoning	26.5%	53.7%	16.2%	2.6%	1.0%	80.4
Greenway system	21.8%	47.4%	23.0%	4.5%	3.5%	75.9
Historic preservation programs	19.8%	55.2%	20.7%	3.1%	1.2%	77.8
Housing/community development	24.3%	58.4%	13.7%	2.4%	1.2%	80.5
Long range city planning	41.1%	48.3%	8.9%	0.7%	1.0%	85.6
Nuisance enforcement	29.2%	56.3%	11.9%	2.4%	0.2%	82.4
Open space	22.9%	47.6%	25.4%	2.7%	1.4%	77.6
Park and tree maintenance	28.8%	59.2%	11.6%	0.2%	0.2%	83.2
Police services	70.8%	27.8%	1.2%	0.0%	0.2%	93.8
Recycling/composting	31.6%	52.0%	13.3%	2.1%	1.0%	82.2
Snow removal	37.9%	56.9%	5.0%	0.2%	0.0%	86.5
Storm water drainage	33.6%	55.9%	8.8%	1.2%	0.5%	84.2
Street sweeping/cleaning	14.8%	64.0%	19.0%	1.7%	0.5%	78.2
Timing of traffic signals	22.9%	57.1%	17.4%	2.4%	0.2%	80.0
Transportation/street planning	35.0%	57.7%	7.1%	0.2%	0.0%	85.4
Trash removal	43.0%	53.9%	2.6%	0.5%	0.0%	87.9
Youth Alternative programs	30.5%	51.1%	16.2%	1.7%	0.5%	81.9
Water and sanitary sewer	51.1%	46.1%	2.6%	0.2%	0.0%	89.6

FIGURE 13

## Importance of City Services

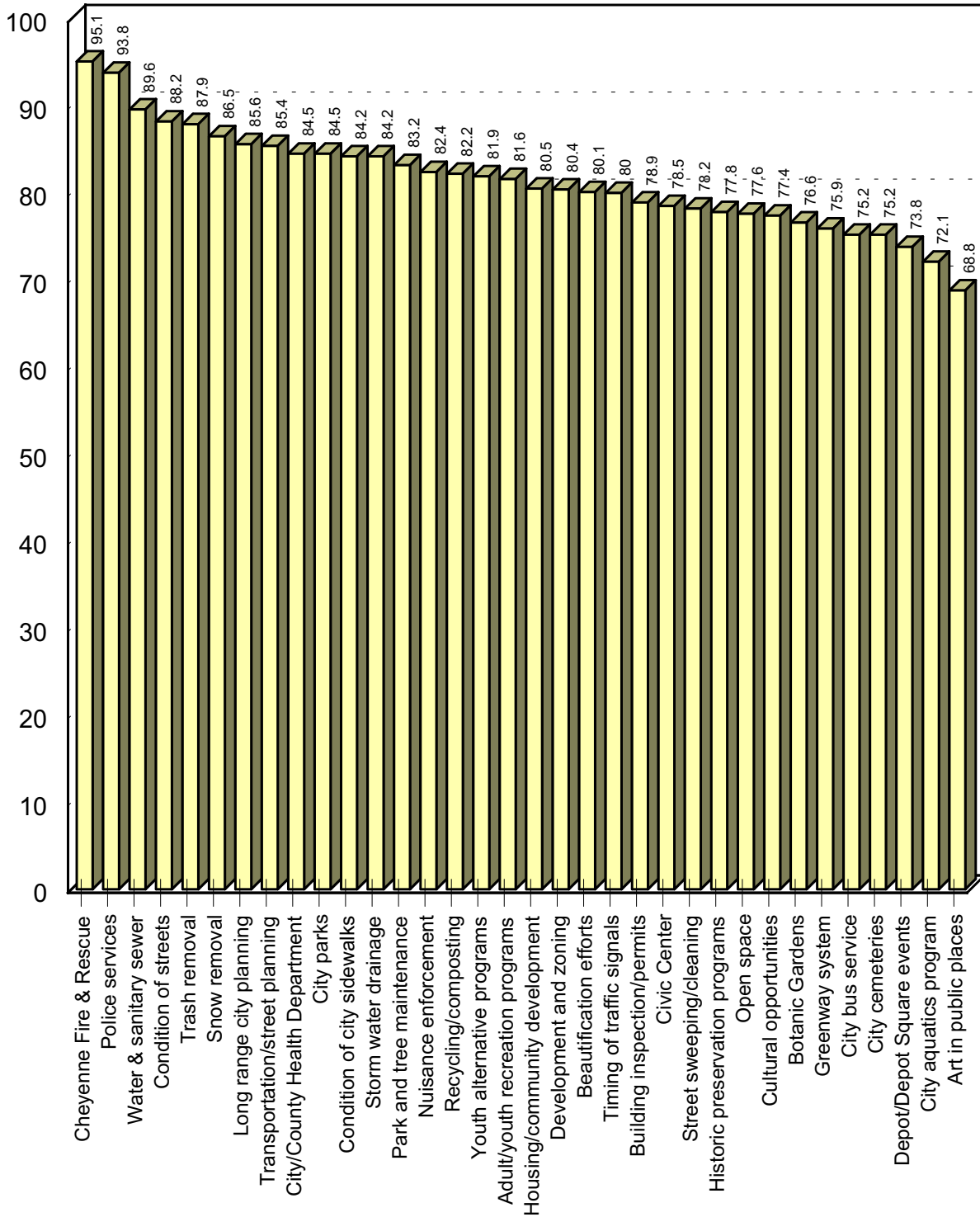


FIGURE 14

### Historical Comparison of Mean Ratings for Importance of Services

	2001	2003	2004	2005	2006
Cheyenne Fire and Rescue	95.1	95.3	93.9	94.4	95.1
Police services	94.9	94.1	92.5	93.8	93.8
Water and sanitary sewer	87.6	94.8	89.2	91.5	89.6
Condition of streets	88.7	87.7	89.7	90.4	88.2
Trash removal	85.9	92.8	87.0	88.8	87.9
Snow removal	87.7	87.7	86.5	88.0	86.5
Long range city planning	N/A	N/A	N/A	N/A	85.6
Transportation/street planning	87.2	88.1	81.8	84.6	85.4
City County Health Department	N/A	86.0	85.8	88.1	84.5
City parks	85.7	83.0	85.3	83.8	84.5
Condition of city sidewalks	N/A	N/A	N/A	86.8	84.2
Storm water drainage	88.7	89.3	87.9	87.1	84.2
Park and tree maintenance	N/A	N/A	N/A	79.3	83.2
Nuisance enforcement	N/A	N/A	80.6	82.6	82.4
Recycling/composting	82.2	80.1	81.0	82.6	82.2
Youth Alternative programs	N/A	N/A	N/A	N/A	81.9
Adult/youth recreation programs	87.1	80.7	81.5	82.6	81.6
Housing/community development	N/A	N/A	N/A	N/A	80.5
Development and zoning	N/A	N/A	81.4	83.5	80.4
Beautification efforts	80.2	75.0	81.0	82.0	80.1
Timing of traffic signals	82.6	83.6	82.5	82.7	80.0
Building inspection/permits	N/A	N/A	78.1	80.8	78.9
Civic Center	79.8	76.1	76.6	80.2	78.5
Street sweeping/cleaning	78.3	78.6	78.6	79.8	78.2
Historic preservation programs	N/A	N/A	N/A	N/A	77.8
Open space	N/A	N/A	N/A	N/A	77.6
Cultural opportunities	N/A	75.5	76.1	78.0	77.4
Botanic Gardens	N/A	72.7	72.4	77.1	76.6
Greenway system	74.2	68.6	73.3	76.8	75.9
City bus service	79.6	77.1	75.9	78.0	75.2
City cemeteries	N/A	N/A	N/A	78.0	75.2
Depot/Depot Square events	N/A	N/A	N/A	N/A	73.8
City aquatics program	N/A	N/A	N/A	N/A	72.1
Art in public places	N/A	66.7	65.9	74.3	68.8

FIGURE 15

## Satisfaction/Importance Relationship

The diagram (Figure 16) below displays each of 34 services in one of five cells:

- \* High ratings for both satisfaction and importance
- \* High ratings for satisfaction and low ratings for importance
- \* Low ratings for satisfaction and high ratings for importance
- \* Low ratings in both satisfaction and importance
- \* Those that fall into the middle ground of both satisfaction and importance ratings.

The 34 services were placed in these categories by cross indexing the mean rating for satisfaction and importance. The ratings for both satisfaction and importance were divided into three ranking groups – high, middle and low. The services in the categories were then cross indexed. The results are shown below.

Most services fell in the middle ground as would be expected. Those services deemed high importance (vital city services for the most part) would be expected to fall in the high satisfaction and high importance cell and they did – fire and rescue, trash collection and water and sanitary sewer. For the second consecutive year, police services dropped out of the high satisfaction/high importance category. It was, instead, ranked in the middle.

This year citizens placed only one service in the low satisfaction/high importance category and that was the condition of city streets. In past years, this classification has had as many as four items within it. See Figure 16 for greater detail.

# Satisfactory/Importance Relationship

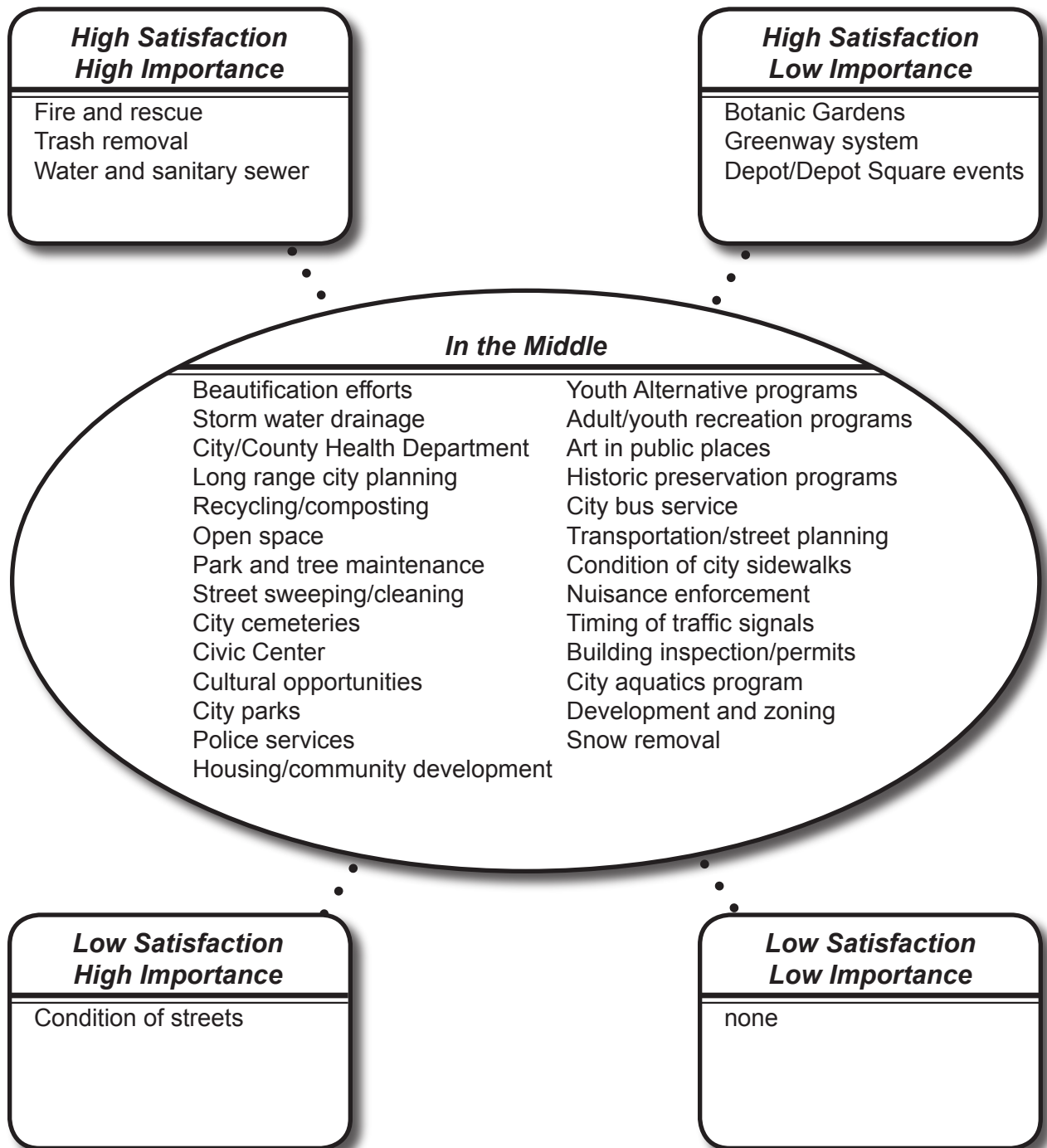


FIGURE 16

# Other Community Service Delivery

## Satisfaction of Other Community Services

This is a new section to this year’s survey. The four services rated in Figures 17 through 20 are either funded in conjunction with another entity or are not under the direct control of the city and, therefore, were not included with traditional city services. Survey results are quite transparent and readers are to draw their own conclusions.

**Satisfaction Rating of Other Community Services**  
(Percent of responses)

Services	Very Satisfied	Satisfied	Neither	Dis-satisfied	Very Dis-satisfied	Services Not Used	Mean Rating
Ambulance service	15.0%	39.1%	12.3%	1.0%	0.7%	31.9%	79.6
Animal control	9.8%	47.4%	18.2%	11.2%	2.6%	10.8%	71.3
Business recruitment/assist.	5.1%	32.1%	26.8%	7.0%	2.9%	26.1%	68.0
Laramie County Library	20.7%	54.7%	10.4%	3.9%	0.0%	10.3%	80.6

FIGURE 17

**Comparison of Mean Ratings for Satisfaction of Other Community Services**

	2001	2003	2004	2005	2006
Laramie County Library	72.8	75.3	75.1	74.6	80.6
Ambulance service	73.9	77.0	75.3	76.1	79.6
Animal control	70.9	68.2	70.2	66.2	71.3
Business recruitment/assistance	N/A	N/A	N/A	57.6	68.0

FIGURE 18

**Importance Rating of Other Community Services**  
(Percent of responses)

Services	Very important	Important	Neither	Unimportant	Very unimportant	Mean Rating
Ambulance service	65.0%	31.6%	2.9%	0.0%	0.5%	92.1
Animal control	30.8%	56.0%	9.4%	2.4%	1.4%	82.4
Business recruitment/assist.	26.2%	50.0%	19.0%	3.6%	1.2%	79.3
Laramie County Library	37.8%	53.3%	7.7%	0.7%	0.5%	85.4

FIGURE 19

**Comparison of Mean Ratings for  
Importance of Other Community Services**

	2001	2003	2004	2005	2006
Ambulance service	93.5	93.1	90.5	93.7	92.1
Laramie County Library	85.7	83.9	82.8	85.2	85.4
Animal control	82.0	82.7	82.0	82.7	82.4
Business recruitment/assistance	N/A	N/A	N/A	85.0	79.3

FIGURE 20



# Issues



## Top Issues Facing Cheyenne Today

Residents were asked to list the top three issues they felt Cheyenne faces today. The graph below displays residents' ranking of the most pressing issues. As the reader will quickly see after viewing Figures 21 and 22, there were some surprising additions and priority rankings to the Top 10 issues in this year's survey. Unchanged from last year's survey, however, was the number one issue – the need for higher wages.

The second most important issue to citizens and one that has never made the Top 10 list was drugs. This was followed by the desire for affordable utilities and gasoline prices. The latter item was also a first time addition to the Top 10 issue list. The remaining six top issues have been fairly consistent members of the list over past years with the only change being their order of ranking. For example, economic growth was listed fifth this year, third in 2005 and first in 2004. The desire for better roads (streets) is always on the Top 10 list with its ranking ranging between 3rd and 6th place.

Figure 22 provides a historical comparison of the Top 10 issues.

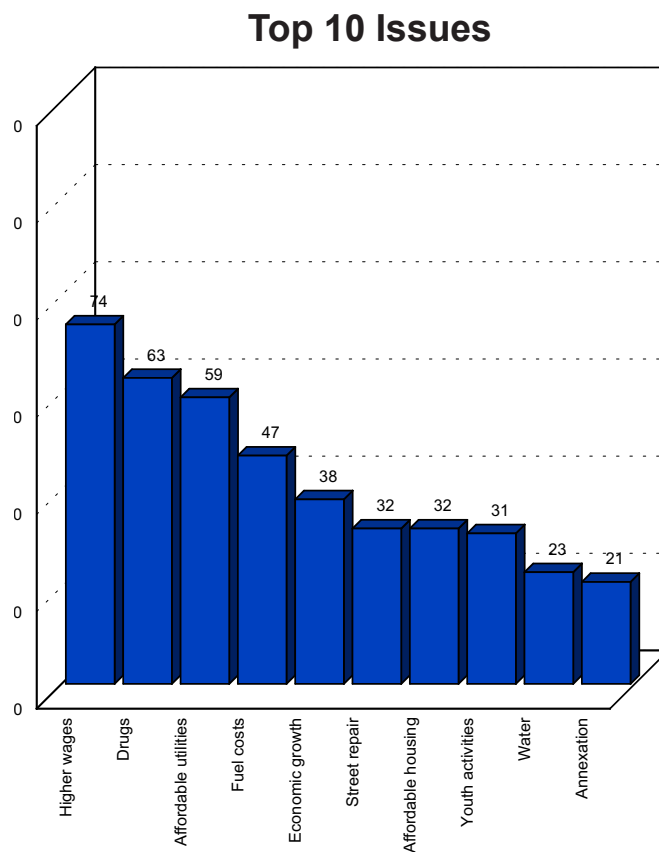


FIGURE 21

## HISTORICAL TOP TEN ISSUES

RANK	2001	2003	2004	2005	2006
1	Economy/Jobs	Water	Economic Growth	Higher wages	Higher wages
2	Econ. Development	Job Opportunities	Water	Water	Drugs
3	Traffic Control	Planned Growth	Planned Growth	Economic growth	Affordable utilities
4	Recreation	Streets	Recreation/Culture	Streets	Fuel costs
5	Streets	Affordable Housing	Job Growth	Annexation	Economic growth
6	Education	Higher Wages	Streets	Taxes	Street repair
7	Downtown Development	Annexation of Pockets	Higher Wages	Street repair	Affordable housing
8	Police Service	Improve Education	Affordable Housing	Traffic control/ planning	Youth activities
9	Annexation of Pockets	Recreation	Law Enforcement	Planned growth	Water
10	Affordable Housing	Snow Removal	Cost of Utilities	Affordable utilities	Annexation

FIGURE 22

## Funding Issues

Two new questions were added to the 2006 Citizen survey concerning the allocation of tax revenues generated by the 1% Optional Sales taxes. Figures 23 and 24 present the results. Sixty-two percent of respondents felt a portion of tax revenues should be used to support the Cheyenne Animal Shelter whereas 79 percent felt such revenues should be used to support the City/County Health Department.

### **Would You Support Using a Portion of the 1% Optional Sales Tax to Provide Funding Assistance to the Cheyenne Animal Shelter?**

(Percent of Responses)

	2006
YES	62.4
NO	37.6

FIGURE 23

### **Would You Support Using a Portion of the 1% Optional Sales Tax to Provide Funding Assistance to the City/County Health Department?**

(Percent of Responses)

	2006
YES	79.1
NO	20.9

FIGURE 24

## Needed Improvements

From a list of 11 possible improvement projects, citizens were asked to rank their support for each. In the 2005 survey, 19 possible projects were listed. Figure 25 presents the results. Using the average rating as a ranking index (Figure 26), wind generation of electricity (84.6) was considered the number one improvement priority. It was closely followed by renewable energy projects with a mean ranking of 82.1.

Continued business park development was the lowest ranked area needing improvement which was somewhat surprising given citizens' long-term desires for more economic growth and higher wages. This item was ranked below the development of an arboretum.

Figure 26 provides comparison rankings between the last four surveys for the same improvement projects and shows the shifting in citizens' priority rankings over time. In this year's survey, the need for expanded housing options and more affordable housing jumped sharply from 2005, up from a mean of 65.2 in 2005 to 75.0 in 2006. This was a percentage increase of 15 percent and easily outpaced all other improvement areas.

### Support of Improvement Areas (Percent of responses)

Improvements	Strongly Support	Support	Do Not Support	Undecided	Mean Rating
City appearance/landscaping/medians	25.7%	52.2%	13.2%	8.9%	73.7
Continued business park development	22.7%	52.0%	11.7%	13.6%	56.7
Convention/events center	26.3%	42.3%	16.3%	15.1%	70.0
Design/architectural guidelines	11.9%	48.7%	18.6%	20.8%	62.9
Development of arboretum	14.3%	37.9%	17.7%	30.1%	59.1
Downtown revitalization/expansion	28.5%	43.9%	16.8%	10.8%	72.5
Expanded housing options/affordable housing	31.3%	47.1%	12.0%	9.6%	75.0
Expansion of water and sanitary sewer	26.1%	53.5%	7.9%	12.5%	73.3
More open space	17.7%	46.0%	15.7%	20.6%	65.2
Renewable energy projects	47.2%	42.1%	2.5%	8.2%	82.1
Wind generation of electricity	55.0%	34.9%	3.4%	6.7%	84.6

FIGURE 25

### Comparison of Mean Ratings for Improvement Areas

Improvements	2001	2003	2004	2005	2006
Wind generation of electricity	N/A	N/A	80.5	80.0	84.6
Renewable energy projects	N/A	N/A	N/A	N/A	82.1
Expanded housing options/affordable housing	N/A	N/A	N/A	65.2	75.0
City appearance/landscaping/medians	N/A	N/A	75.8	76.0	73.7
Expansion of water and sanitary sewer	69.5	76.1	80.4	74.0	73.3
Downtown revitalization/expansion	70.8	69.3	73.7	74.2	72.5
Convention/events center	N/A	65.9	70.0	70.9	70.0
More open space	60.7	62.7	62.9	66.2	65.2
Design/architectural guidelines	N/A	N/A	N/A	62.9	62.9
Development of arboretum	N/A	N/A	N/A	N/A	59.1
Continued business park development	N/A	N/A	N/A	N/A	56.7

FIGURE 26

## Other Topics

A continuing goal of the Citizen Surveys is to examine public opinion on topics that have generated significant discussion during the past year. As a result, a few new questions were added to the survey and some old questions were reworded or reformatted.

## City Staff Evaluations

Residents were asked if they had contact with City of Cheyenne employees during the past 12 months, and if so, how would they rate them in terms of courtesy, timeliness and effectiveness. In the Very Good category under courtesy, changes from 2005 and 2004 were minimal. Under Good, courtesy decreased from 49.5 percent in 2005 to 40.0 percent in 2006. This was a percentage decrease of 19 percent. The timeliness rating under Good also dropped, down 18.7 percent from 2005. Fair ratings increased for all three behaviors. Figure 27 presents all of the results.

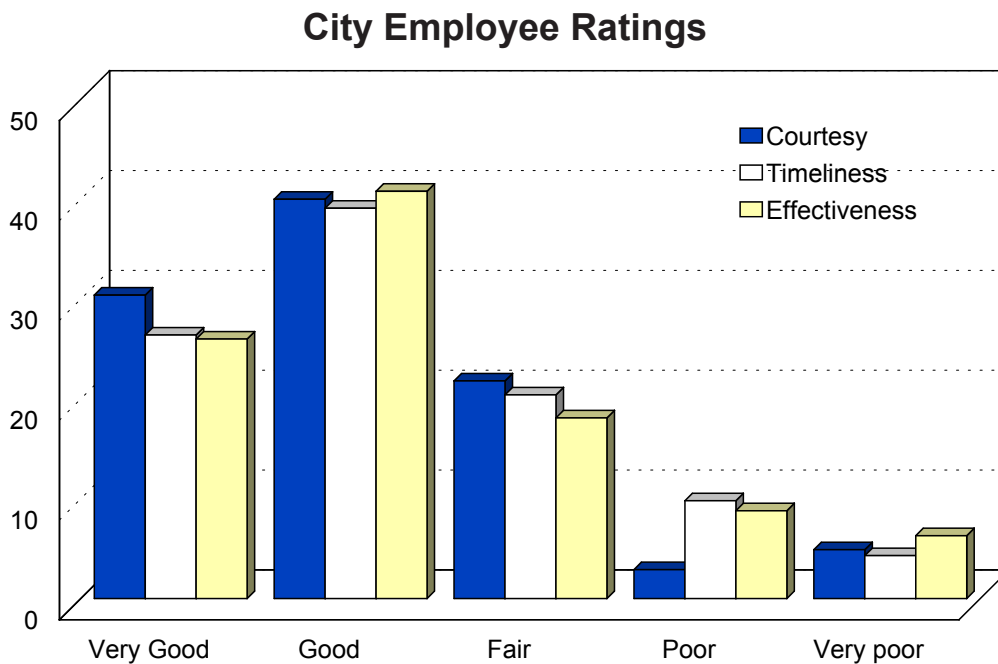


FIGURE 27

## Street Condition

Citizens were asked to rate the condition of city streets in all past surveys and this year's survey again contained street condition questions. However, the wording of these questions was different from recent past surveys. For example, in the 2006 survey instrument question 17 asked "In comparison to other communities you have driven in, how do our streets compare?" Figure 28 presents the results. Sixty-five percent of the survey respondents said our streets "are about the same." Another 20 percent said our streets were "worse" and 15 percent said they were "better".

Figure 29 presents the results of question 18 that inquired about the condition of street and road surfaces in the citizen's neighborhood and other streets driven frequently. Sixty-five percent of respondents rated their neighborhood streets as "very good" or "good." Ten percent said they were either poor or very poor.

Figure 30 concerns "other streets driven frequently," with 52 percent of citizens rating such streets as "very good" or "good." Fifteen percent rated such streets as poor or very poor, with the balance rating them as "fair." In 2005, the "very good" or "good" rating carried a combined percentage of 46 percent by comparison.

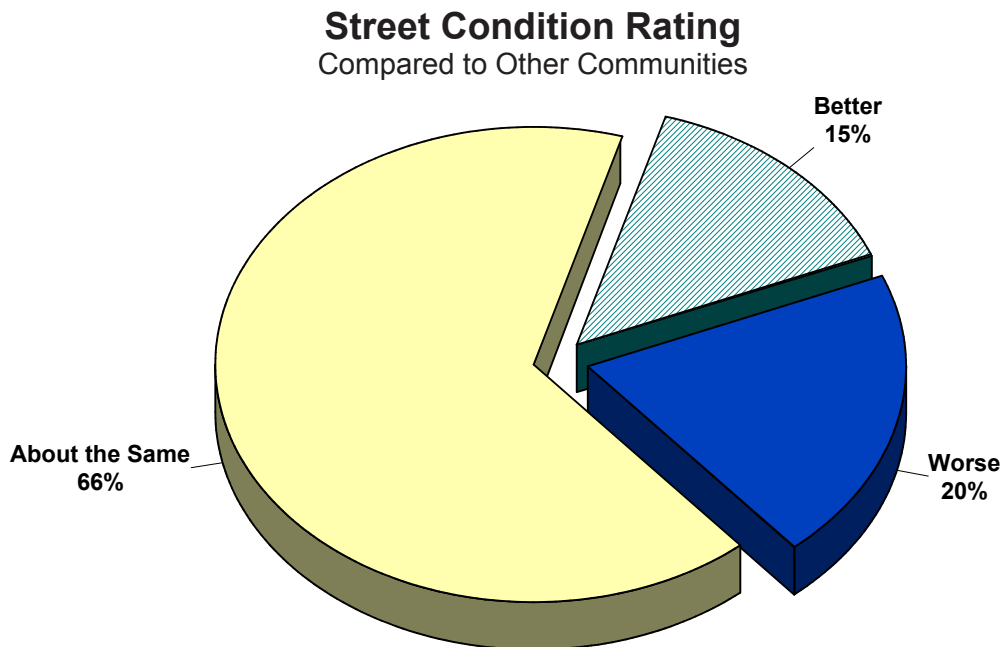


FIGURE 28

### Street Condition Rating Within Your Neighborhood

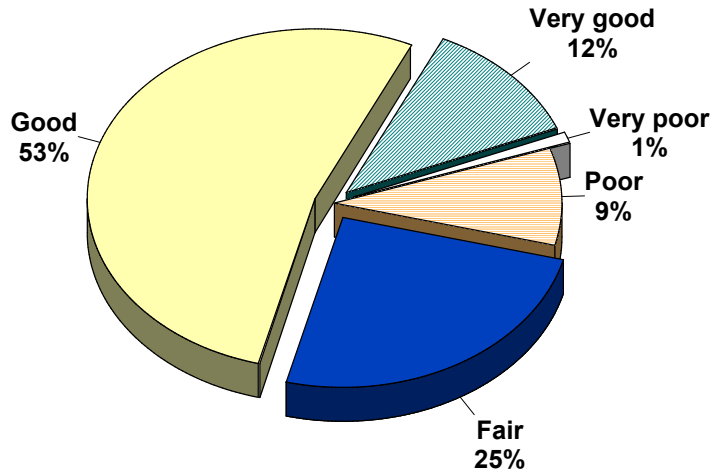


FIGURE 29

### Street Condition Rating Other Streets You Drive Frequently

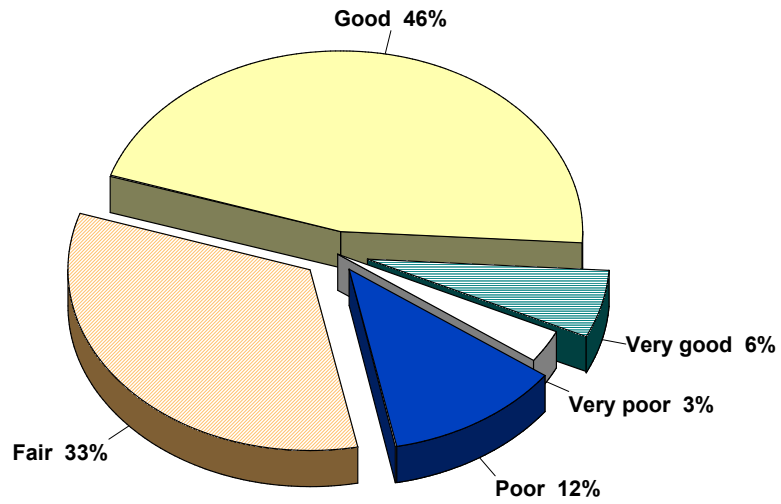


FIGURE 30

## Economic Considerations

Over the past three Citizen Surveys, residents were asked their opinion on economic growth. The question read “Please indicate your agreement/disagreement with the following statement: It is a good idea to solicit new industrial and commercial firms to Cheyenne, knowing that more jobs bring growth.”

In all three years, residents by very large margins agreed or strongly agreed with this statement. Specifically in 2006, 90 percent supported the statement, in 2005 the figure was 91 percent and in 2004, it was 92 percent.

Eight percent of the respondents either disagreed or strongly disagreed with the statement in 2006 as compared to 6 percent in 2005.

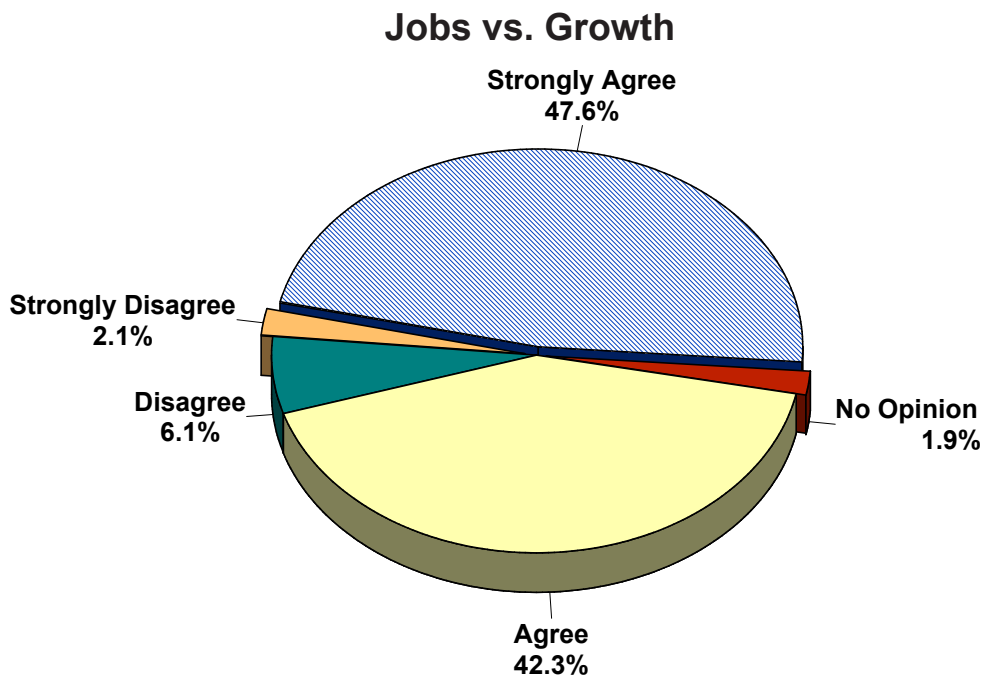


FIGURE 31

## Standard Of Living

Residents were asked again this year if their standard living (purchasing power) changed over the past year. Also presented are results from previous surveys. The percentage of respondents reporting an increase in their standard of living decreased from 30.3 percent in 2005 to 24 percent in 2006, a percentage decrease of 21 percent. The number of households reporting a decline in their purchasing power increased by 23.6 percent in 2006. The number of households reporting no change fell 5 percent from last year.

**Change of Household Standard of Living**  
(Percent of Responses)

	1998	1999	2001	2003	2004	2005	2006
Increased	17.6	19.9	23.4	22.5	27.5	30.3	24.0
Decreased	43.2	43.8	36.1	42.1	34.9	34.2	42.3
Unchanged	39.2	36.3	40.5	35.4	37.6	35.5	33.7

FIGURE 32

## Communications

Figure 33 presents the results concerning internet connections. The reported changes were again fractional in this year's survey and have remained so for the past 4 consecutive surveys.

**Are You Connected to the Internet?**  
(Percent of Responses)

	2001	2003	2004	2005	2006
YES	66.0	72.5	73.8	72.1	73.2
NO	34.0	27.5	26.2	27.9	26.8

FIGURE 33

## Smoking

In both the 2005 and 2006 surveys, two questions were posed to citizens regarding banning of smoking. The results for these questions are presented immediately below. There was a large increase in the number of survey respondents favoring prohibiting smoking in restaurants in this year's survey as compared to the 2005 survey. This year 79.2 percent were in favor as compared to 68.5 percent last year, a 16 percent increase over the one year time period. In 2004, the comparable rate was 61.5 percent.

Figure 35 presents the results concerning a ban on smoking in all public places. The differential between those in support and those opposed to such a ban widened in the 2006 survey with 65 percent in favor and 35 percent opposed when compared to 2005 results (60% in favor vs. 40 percent opposed).

### Would You Support Prohibiting Smoking in Restaurants?

(Percent of Responses)

	2005	2006
YES	68.5	79.2
NO	31.5	20.8

FIGURE 34

### Would You Support Prohibiting Smoking in All Public Places?

(Percent of Responses)

	2005	2006
YES	60.2	64.9
NO	39.8	35.1

FIGURE 35

## Storm Drainage

Figure 36 presents two years of data concerning citizens' support for storm drainage improvements. Support for such improvements increased by 4.8 percent in 2006 as compared to 2005.

### Do You Support Funding of Flood Protection Improvements and Federally-required Clean Water Act Projects? (Percent of Responses)

	2005	2006
YES	79.7	83.5
NO	20.4	16.5

FIGURE 36

## Recreation Center

The wording in this year's survey concerning a new recreation center (Question 4) was sharply modified from last year's survey. Thus only the results from this year's survey are presented in Figure 37.

### Do You Support a Publicly-Funded Recreation Center? (415 Responses)

YES	66.5
NO	33.5

FIGURE 37

## Community Safety

The below question was new to the 2006 Survey and thus no historical comparisons are available.

### **Would You Support the Use of Stop Light Cameras to Enforce Traffic Laws Such As Speeding and Red-light Violations?** (Percent of Responses)

YES	62.1
NO	37.9

FIGURE 38

## Volunteerism

Cheyenne citizens were asked for the second consecutive year, how many hours they contributed to volunteer work in the community. Three hundred fifty-three respondents answered this question, with 191 (54%) indicating they did volunteer work in the community. In the 2005 survey, the comparable percentage was 57.4 percent. Of those who volunteered, they said they provided 16,696 hours of such work. In the 2005 survey, the number of volunteer hours was 19,195.

Assuming the 2006 response rate is representative of city households, it was estimated that city households provided 1,062,784 hours of volunteer work on an annual basis. Further, if one assigns a minimal dollar value to each hour of volunteer work (minimum wage at \$5.15 per hour), the total dollar value of volunteer work in a given year is, at minimum, equal to \$5,473,338.



# **APPENDIX 1**



## Demographics

Five questions were asked in the 2006 Citizen Survey concerning respondent's demographics. These same questions have been asked for a number of years and are used to help determine if the survey is representative of the community as a whole. The results are presented in Figures 39 through 43.

According to the listing service, approximately 55 percent of all residents live in zip code 82001, 14 percent live in 82007 and 31 percent live 82009. The sample was then picked proportionately to these percentages. Figure 39 shows the actual response rates by zip codes. For zip code 82001, 54 percent of respondents lived within this code, 11 percent of respondents were from 82007 and 34 percent were from 82009. One percent of the survey respondents indicated they resided on the air force base. Based upon these results, the survey was highly representative of the City of Cheyenne.

### Where in Cheyenne Do You Reside?

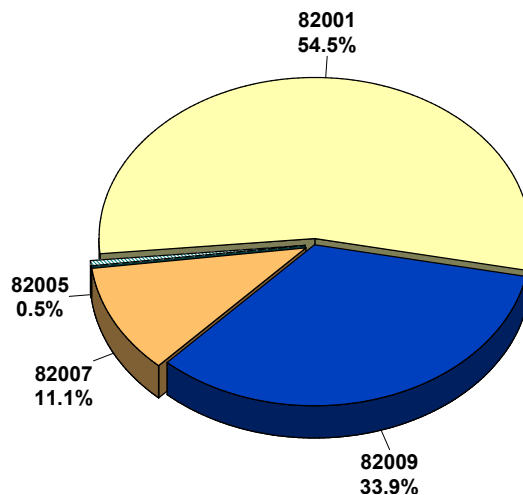


FIGURE 39

Figure 40 presents levels of education provided by survey respondents from 1995 to 2006. The 2000 Census offers comparable statistics. For instance, the Census reported that for those 25 years and older, 3 percent of Laramie County's population had less than an eighth grade education whereas the 2006 survey reported 0.5 percent of respondents had less than that level of education. For high school diplomas, the comparable percentages were: Census 26.5 percent and the 2006 Survey 16.0 percent; Four-year college degree: Census 15.4 percent, survey 18.1 percent; Graduate degree: Census 8.1 percent, survey 18.4 percent. In mail surveys of comparable length and complexity to the Citizen Survey, it is normal to see higher educated individuals participate and that trend is well established for Cheyenne's Citizen Survey.

**Education Levels**  
(419 responses)

Level	1995	1996	1997	1998	1999	2000	2001	2003	2004	2005	2006
8th grade or less	2.9	1.0	1.3	1.3	2.0	1.5	2.6	1.4	1.4	0.6	0.5
Some high school	2.7	2.2	2.5	2.6	1.6	1.5	2.6	2.9	2.9	4.5	1.2
High school diploma	19.9	18.2	15.6	18.8	14.8	19.2	20.8	18.7	20.2	20.4	16.0
Some College	23.0	32.8	18.3	16.2	20.0	31.1	25.1	29.4	27.5	21.7	33.2
2 yr. college degree	12.4	9.0	29.1	29.0	28.0	14.7	13.6	12.1	10.6	16.8	12.6
4 yr. college degree	23.7	24.1	11.8	11.6	12.4	18.9	19.7	21.4	19.2	20.3	18.1
Graduate degree	15.5	12.8	21.5	20.5	21.2	13.2	15.6	14.0	18.2	15.7	18.4

FIGURE 40

The 2000 U.S. Census reported that 66.1 percent of all occupied housing in the city were owner-occupied whereas the 2006 survey reported that 88.4 percent of respondents owned their own housing.

For rentals, the comparable Census figure was 34 percent and this year's survey reported 11.6 percent. The number of respondents living in apartments has declined for 4 consecutive years.

**Homeownership**  
(414 responses)

	1995	1996	1997	1998	1999	2000	2001	2003	2004	2005	2006
Own	83.6	85.6	84.5	86.4	85.5	86.6	83.0	84.2	84.8	85.5	88.4
Rent	16.4	14.5	15.5	13.6	14.5	13.4	17.0	15.8	15.2	14.5	11.6

FIGURE 41

Figure 42 presents response rates by age cohorts for the 2006 survey. Those persons between the ages of 56-65 represented 20.2 percent of all respondents in 2006 as compared to 18 percent in 2005. This was an expected result that reflected the aging of the baby boom generation. There was also an increase in the number of respondents above the age of 75 in this year's survey. This age cohort made up 12.6 percent of all respondents as compared to 9.3 percent in 2005. Other than for these two changes, the response rates by age cohorts remained similar to last year's survey.

### Age Range Graph

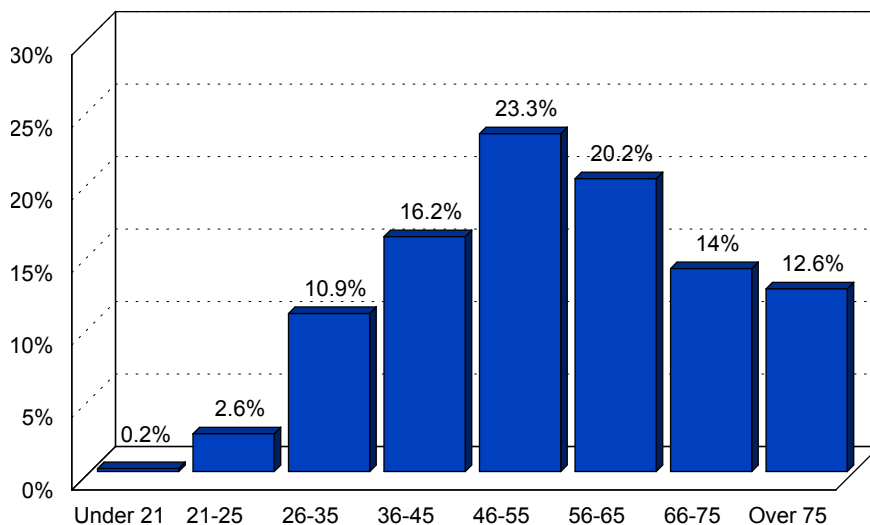


FIGURE 42

Figure 43 presents income bracket earnings for survey respondents from 2001 to 2006. The last column in the table presents Census Bureau data by income brackets that are identical for all income ranges contained in the 2006 Citizen Survey. As the reader will note, the response rates for higher income households, those with incomes generally above \$50,000, tend to participate in the survey at higher levels than those households with incomes below \$50,000.

### Annual Household Earnings (Percent of Responses)

Income	2001	2003	2004	2005	2006	Census Percentage
0 - 14,999	12.0	7.1	6.8	9.5	7.9	13.9
15,000 - 24,999	14.3	12.3	14.2	11.6	7.4	14.8
25,000 - 34,999	14.8	15.2	14.8	12.5	11.9	15.3
35,000 - 49,999	16.8	21.9	18	20.8	16.4	19.4
50,000 - 74,999	22.5	20.7	21	20	26.7	20.2
75,000 - 99,999	12.5	15	12.7	15.7	16.9	9.9
100,000 - 149,999	5.1	6.3	8.7	6.2	10.1	4.4
150,000 and above	2.0	1.5	3.8	3.7	2.7	2.7

FIGURE 43



**APPENDIX II**  
**SURVEY INSTRUMENT**



# City of Cheyenne

## 2006 Citizen Survey

www.cheyennecity.org  
www.plancheyenne.com

Please have an adult household member (19 years or older) complete this survey.  
Thank you.

### QUALITY OF COMMUNITY

1. How would you rate the overall quality of life in Cheyenne?  
Very Good  Good  Fair  Poor  Very Poor
2. How do you rate the overall quality of your neighborhood?  
Very Good  Good  Fair  Poor  Very Poor
3. How do you rate the physical attractiveness of Cheyenne as a whole?  
Very Good  Good  Fair  Poor  Very Poor

### ISSUES

4. Would you support a publicly-funded recreation center with amenities such as cardiovascular fitness, free weights, multi-purpose/fitness rooms, elevated walking track, gymnasiums, leisure/lap pool, and outdoor leisure pool?  
Yes  No
5. It is a good idea to solicit new business firms to Cheyenne, knowing that more jobs bring growth?  
Strongly Agree  Agree  Disagree  Strongly Disagree  No Opinion
6. Do you support public funding of flood protection improvements and Federally-required Clean Water Act projects?  
Yes  No
7. Would you support prohibiting smoking in all public places?  
Yes  No   
Would you support prohibiting smoking in restaurants?  
Yes  No
8. What do you consider the top three issues facing Cheyenne today?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
9. Would you support using a portion of the 1% Optional Sales Tax (5<sup>th</sup> penny) to provide funding assistance to the Cheyenne Animal Shelter?  
Yes  No
10. Would you support using a portion of the 1% Optional Sales Tax (5<sup>th</sup> penny) to provide funding assistance to the City/County Health Department?  
Yes  No

**QUALITY OF SERVICE**

**11. How satisfied are you with the following city-provided services?**

	<u>Very Satisfied</u>	<u>Satisfied</u>	<u>Neither Satisfied nor Dissatisfied</u>	<u>Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Did Not Use</u>
<b>Primary Services</b>						
Condition of streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Police services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nuisance enforcement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cheyenne Fire & Rescue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timing of traffic signals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street sweeping/cleaning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Snow removal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trash removal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Water & sanitary sewer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Storm water drainage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
City bus service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
City cemeteries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Youth Alternative programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
City/County Health Department	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Quality of Life Services</b>						
Cultural opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
City aquatics program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Greenway system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Open space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Botanic Gardens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adult/youth recreation programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
City parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Civic Center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Beautification efforts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Depot/Depot Square events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Art in Public Places	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Park and tree maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>General Services</b>						
Building inspection/permits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Long range city planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition of city sidewalks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation/street planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Historic preservation programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing/community development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Development and zoning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recycling/composting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Administration</b>						
Mayor's Office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
City Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**12. How would you rate the overall quality of city services?**

Very Good       Good       Fair       Poor       Very Poor

**13. If you had contact with a city employee during the past 12 months, how would you rate the experience? (If no contact, check "No Contact" box below.)**

	<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Very Poor</u>	<u>No Contact</u>
Courtesy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timeliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Effectiveness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**14. How would you rate the importance of the following city-provided services?**

	<u>Very Important</u>	<u>Important</u>	<u>Neither Important Nor Unimportant</u>	<u>Unimportant</u>	<u>Very Unimportant</u>
<b>Primary Services</b>					
Condition of streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Police services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nuisance enforcement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cheyenne Fire & Rescue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timing of traffic signals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street sweeping/cleaning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Snow removal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trash removal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Water & sanitary sewer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Storm water drainage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
City bus service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
City cemeteries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Youth Alternative programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
City/County Health Department	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Quality of Life Services</b>					
Cultural opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
City aquatics program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Greenway system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Open space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Botanic Gardens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adult/youth recreation programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
City parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Civic Center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Beautification efforts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Depot/Depot Square events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Art in Public Places	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Park and tree maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>General Services</b>					
Building inspection/permits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Long range city planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition of city sidewalks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation/street planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Historic preservation programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing/community development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Development and zoning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recycling/composting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**IMPROVEMENTS**

**15. Which improvements for the Cheyenne area would you support?**

	<u>Strongly Support</u>	<u>Support</u>	<u>Do Not Support</u>	<u>Undecided</u>
Wind generation of electricity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Renewable energy projects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Convention/events center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More open space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Design/architectural guidelines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Expanded housing options/affordable housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Expansion of water & sanitary sewer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Downtown revitalization/expansion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
City appearance/landscaping/medians	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Continued business park development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Development of arboretum	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**COMMUNITY SAFETY**

**16. Would you support the use of stop light cameras to enforce traffic laws such as speeding and red-light violations?**

Yes  No

**STREETS**

**17. In comparison to other communities you have driven in, how do our streets compare?**

Better  About the Same  Worse

**18. How would you rate the condition of street and road surfaces?**

	<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Very Poor</u>
Within your neighborhood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other streets you drive frequently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**DEMOGRAPHICS**

**19. Where in Cheyenne do you reside?**

- 82001
- 82007
- 82009
- 82005

**20. What is the highest level of education you have completed? (CHECK ONLY ONE)**

- 8<sup>th</sup> Grade or less
- Some high school
- High school diploma
- Some college
- 2 year college degree
- 4 year college degree
- Graduate or professional degree

**21. Do you own or rent your home?**

- Own  Rent

**22. What age range are you in?**

- Under 21
- 21-25
- 26-35
- 36-45
- 46-55
- 56-65
- 66-75
- Over 75

**23. How many hours a year do you contribute to community volunteerism?**

\_\_\_\_\_ hours

24. Are you connected to the Internet at home?

Yes  No

25. Please check your annual HOUSEHOLD earnings.

- \$0 - \$14,999
- \$15,000 - \$24,999
- \$25,000 - \$34,999
- \$35,000 - \$49,999
- \$50,000 - \$74,999
- \$75,000 - \$99,999
- \$100,000 - \$149,999
- \$150,000 - above

26. How has your household standard of living (purchasing power) changed over the last year?

Increased  Decreased  Unchanged

27. Is there anything else you would like to tell us?

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28. The city may conduct focus groups at the completion of the survey. If so, would you be willing to participate in a randomly-selected group?

Yes  No

**OTHER COMMUNITY SERVICES**

29. How satisfied are you with the following community services?

	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	Did Not Use
Animal control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Laramie County Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Business recruitment/assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ambulance service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

30. How would you rate the importance of the following community services?

	Very Important	Important	Neither Important Nor Unimportant	Unimportant	Very Unimportant
Animal control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Laramie County Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Business recruitment/assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ambulance service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*Thank you very much for completing this survey.*

*Please return the survey in the enclosed pre-addressed, postage-paid envelope.*



# **City of Cheyenne 2006 Citizen Survey**

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## **APPENDIX III**

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## **OPEN-ENDED COMMENTS**

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**PREPARED BY:  
WYOMING CENTER FOR BUSINESS & ECONOMIC ANALYSIS, LCCC  
FOR  
THE CITY PLANNING SERVICES**

**APRIL, 2006**



No statistical validity can be attached to the Open-ended Comments.

(Comments are unedited and printed exactly as submitted.)



## 8. What do you consider the top three issues facing Cheyenne today?

- Need higher wage jobs. (60)
- High electricity and gas costs. (51)
- Drugs. (38)
- Fuel Costs. (33)
- Street repair/maintenance. (32)
- Affordable housing/Prices are extremely high. (32)
- Annexation. (20)
- Planned growth. (18)
- New Schools/Education funding. (18)
- Water. (17)
- Remove Food tax. (16)
- Not a lot of things for the young people to do. (16)
- Need more police and firemen. (15)
- High gas prices. (14)
- Downtown development. (14)
- We have a very serious Meth problem here. (14)
- Traffic control. (12)
- Cost of living in Cheyenne is too high. (12)
- Growth. (11)
- Low wage jobs. (11)
- Recreation center. (9)
- Activities for teens. (7)
- High property taxes. (7)
- Attract more businesses. (7)
- Smoke free public places/restaurants. (7)
- Crime. (6)
- Medical care. (6)
- Losing our youth to other states. (6)
- Water-don't sell unless you take us off restrictions. (6)
- Public utilities. (5)
- Recreation Center. (5)
- Economic development. (5)
- Zoning. (4)
- Need more schools. (4)
- Family oriented recreational activities. (4)
- New business/expand existing businesses. (4)
- Improve attractiveness of entry points along interstates. (4)
- City cleanliness. (3)
- Illegal immigrants. (3)
- Underage drinking. (3)
- The police need better training. (3)
- Programs to keep kids off of drugs. (3)
- Gangs. (2)

Sewers. (2)  
Landfill. (2)  
Air quality. (2)  
Over Spending. (2)  
Flood protection. (2)  
Medical/drug costs. (2)  
Waste management. (2)  
More cultural events. (2)  
City Council problems. (2)  
Vacant downtown stores. (2)  
Gateways/Beautification. (2)  
Lack of vitality downtown. (2)  
Like to see Cheyenne grow. (2)  
Hatred towards the military. (2)  
Starting to over build homes. (2)  
The justice system is corrupt. (2)  
Teenage drug and alcohol use. (2)  
Lack of snow removal in residential areas. (2)  
Expand amenities to enhance quality of life. (2)  
Can we get an Olive Garden or Cracker Barrel here? (2)  
Not enough things for our young people to do or afford. (2)  
Lack of LARGE convention/events center for concerts/sports, etc. (2)  
Vandalism.  
Drop out rate.  
Over building.  
Alcohol abuse.  
Clean industry.  
Transportation.  
Lack of culture  
Fund skate-park.  
Pedestrian safety  
Need rent control.  
Law enforcement.  
Care for the elderly.  
High property taxes.  
Zoning/development.  
Access to health care.  
City council infighting.  
We need a nuisance law.  
Equality in Court system.  
Adequate news coverage.  
Drainage system upgrades.  
No more calming islands!  
Rate of growth is too slow.  
City council effectiveness.

Not enough postal services.  
Traffic signs being ignored.  
Alien crimes in the schools.  
Community does not exist.  
Support clean water projects.  
Too many houses being built.  
Recycling without separating.  
Good paying jobs with benefits.  
Ineffective police department.  
Failure to enforce zoning laws.  
Are we ready for another flood?  
Too much focus on Frontier days.  
Cohesiveness of the City Council.  
Businesses slow several closing up.  
Lack of flood management system.  
Vocational training the workforce.  
Keep our money in Laramie county.  
Prohibit smoking in all public places.  
We need more outer mail letterboxes.  
City council and the Mayor are useless.  
Too fast of growth for the infrastructure.  
Corruption in the entire judicial system.  
Mayor and city council getting along.  
Continued support of primary services.  
Alleys are a mess weeds are 3 feet tall.  
Guard against gouging by public utilities.  
Reliving traffic congestion on Dell Range.  
Police training-Question first not shoot!  
Needless spending like the Belvoir ranch.  
Free youth after school community center.  
Different city leadership is really needed.  
A new hospital or move outpatient clinics.  
City council members not communicating.  
Leash laws and cleaning up after your dog.  
Complete the Greenway around Cheyenne.  
Horrible business and restaurant community.  
Funds to help with the high cost of utilities.  
Annexation I am against forced annexation!  
More intense training for Law enforcement.  
Funds to help seniors with their medications.  
The City Council not arguing with one another.  
Buy Storey gym and make it a viable building.  
Attracting more growth than we have H2O for.  
Police force courtesy towards community (respect).  
Every year the highway I-25 is done for no reason.

Severe lack of career opportunities for young people.  
We need more neighborhood patrols by city police.  
Super-Wal-Mart closing down neighborhood stores.  
Getting a different Mayor and City Council majority.  
Post office substation to replace Pershing/College one.  
Violation of business right to choose to allow smoking.  
Stop the spend, spend, spend cycle and save, save, save.  
None/Smoking in all buildings that's what they are after.  
The State should finance maintenance in the Capital area.  
Education not enough programs for children who struggle.  
Shortage of young people (remaining in the city/community).  
Spending money more wisely rather than throwing it away.  
Programs to help the poor or struggling low income families.  
Rehab centers for all the meth addicts in our beloved town.  
Planning for growth with neighborhood parks or greenbelts.  
City council members need to grow up and act like adults.  
Increase open space requirements for housing developments.  
Young people getting forced out because of no opportunities.  
We need to get volunteers to clean Cheyenne's trash problems.  
Out of state construction workers taking local job opportunities.  
Arrogance of older city council members toward new members.  
Our city needs to quit overextending its means to make land purchases.  
Expanding City limits without expanding city services (Police, Fire, etc).  
Stop the statue buying for now-and get our bridges and streets finished.  
Calming corners are a safety hazard school buses cant even make turns.  
Preserve the large old trees and plant Cottonwoods and large tree species.  
County commissioners have a negative working relationship with the city.  
To remove the Mayor and a number of council members (Collins & Seagrave).  
Jobs for younger people that pay a "living" wage not merely subsistence income.  
Do not support flood control because city issues building permits in know flood planes.  
Build an events center you could make a lot of money IE: State basketball tournament.  
Animal shelter should be better regulated and be made to focus on the best interests of the animals.  
Administration rubber stamping all expenses and criticizing anyone that asks questions.  
Dictatorial city council-except for Case and Laybourn (who try to represent their wards people).  
Special treatment of influential neighborhoods while ignoring others (ex: Calming islands).  
Health care under no insured to provide more funded for clinic that reach out to the community example: City County Health department and wellness center.  
We need more stores like Wal-Mart to accommodate the residents on the South side of town. Also streets are flooding regularly due to neglect in cleaning the wells.  
The City Council and the Mayor needs to look into the programs that help the community the most and fund them the right way.  
Non-use of Frontier Park; use it not just for "Frontier Days" this needs some new blood involved.

I do not like trash barrels sitting out all over town. Should send out notice to put behind house when not a pick up day.

The City council should show harmony open debate is good and important, but open bickering is childish and does not reflect well on the Council as a problem solver.

Current administration spending policies (too much nobody uses!) Money dumped into senseless Green way. All Council members (Except one) being yes-men.

More amenities worthy of a State capital-Convention center, downtown appearance, more businesses.

Price of natural gas they have record profits yet they propose a 30% increase must be gotten under control.

The infrastructure of Cheyenne is poorly suited for substantial growth/re-zoning of the 10-acre "land locking" parcels is needed/out of control land prices (home prices)

Wasted money for ridiculous projects like the calming islands for influential neighborhoods and jutted out street corners in the downtown business district this waste must stop!

We have been in drought conditions for the past 5 years but the contractors use water all week long trying to keep grass growing and I can't water my lawn but 3 times a week very limited time.

Proliferation of growth that provides diminishing returns in terms of overextending resources to meet such growth causing severe economic consequences to local tax payers.

Police do not follow up on when they are called on robberies, break ins and are not too friendly when you have trouble and call them. I have had promises on the above, which they did not help me and some are not courteous.

Beautification and access to stores closer to downtown, Southside area. (IE: Wal-Mart or Target on South side) Continue with the Greenway so the east end and Southside area are completed and maintained in the Same Manner as the North side.

There are not enough things for adults to do. I believe that is why there is such and alcohol problem among adults and it is quickly trickling downhill to our teens.

Is it true we are becoming the highest meth use in our children in the United States?

**27. Is there anything else you would like to tell us?**

Better paying jobs.

We need more schools.

Gas prices are outrageous.

Tell Pete Laybourn to shut up.

Need more restaurant choices.

I love the depot plaza it's beautiful.

Frontier days is a rip off for locals.

The meth problem is getting worse.

Buy the open space north of Lowes.

Need equal news coverage on schools.

Everything else going up except wages

Mayor and City Council misused funds.

Support the removal of taxes on groceries.

Cheyenne people need higher paying jobs.

Waste of money on the parking garage.

Need more green arrows on Left hand turns  
Don't build any more banks or calming islands  
Should have used an existing building for library.  
Cable rates controlled the rates are much too high.  
Should have stop or yield signs at every intersection.  
Bring jobs to Cheyenne I work in Littleton Colorado.  
I am a new resident of Cheyenne so far I am satisfied.  
Save our landfill we need more/better recycling (plastic)  
The Parks and Recreation department is poorly managed.  
Transit should end at 10pm and should also run on Sunday.  
Please get something for teens and young people to do for recreation.  
We need new business in the town to bring in new people into the area.  
I am disappointed by the state of the curb and gutters in my neighborhood.  
Sidewalks are more important than the Green way. The Depot is a Black hole.  
Would like Mayor and Council to work together. Too much griping and Nay Sayers!  
Police are no longer here to protect and serve, now everyone is suspect-it is very sad.  
People are driving to other states on a daily basis to make more money. Find better jobs.  
I believe man's government will never solve all the problems, but god's kingdom will!  
Utility costs should be means tested or more surplus public funds used to assist with energy costs.  
Pay more attention to senior citizens with bus service and other things to help their everyday lives.  
Why can't the gas bills go down? The gas companies are making more but they keep raising the rates.  
Animal shelter is no longer looking out for the best interest of the animals, it has become too money oriented.  
City Council members need to listen more to the people of Cheyenne and not do what they want to do.  
We have more than enough Statues and sculptures for "beautification" money should be spent elsewhere.  
I think that you should not get statues for the parks. Spend the money on something more useful or more enjoyable.  
Good job! My family is very happy with how Cheyenne is growing and the opportunities provided. We wish the city council could get along better.  
Building of an event center for Cheyenne. Let's bring Cheyenne into the 21st century and keep pace with Casper and communities on the Front Range.  
Remind city employees whom they work for (Tax payers). City council should not base decisions on comments from citizens lacking expertise and knowledge.  
The ICON center is ok on one side of town, but there is nothing to do for 10-18 year olds. I have ideas but no funding.  
I am not in favor of unrestricted growth, taxes and spending. I want to know when this city is going to look for ways to lower my taxes or my cost of living.  
Why have water restrictions and then sell our water? Quit talking about a recreation center and just do it, so we can get our youth things to do.  
I would like to have a good restaurant like the Olive Garden come into town. I love the Botanical garden; it is a real asset to our community.

The Mayor is doing well in heading city in the right direction. Keep planning for the future remove eyesores from streets and neighborhoods. This survey is a good idea.

Keep city and county apart (codes, enforcement, zoning etc). City should stop trying to run the county and quit trying to annex the South side.

Housing needs to be more aware of peoples needs and more compassionate to the people in real need. Mothers alone with young kids and can't provide.

I don't like being told that the problem I have occurred with theft is because of my neighborhood and that is the reason police officers don't live in my area.

I think the skate park is important. Also I feel the progress in Cheyenne has been wonderful. I like the forward direction this city has taken.

Stop the bickering on the Council and work together. Utilities are breaking our way of life HELP!

City council meetings are a joke. Cheyenne citizens are embarrassed enough then the idiots are televised!

What are you afraid of by allowing Cheyenne to bring in businesses other than restaurants. Utility expenses far, far exceed cost of living increases from Wyoming retirement association and social security.

Closing of Capital super foods and Econo foods stores left no other stores except Safeway on the South side residential area.

Keep taxes to a minimum; especially property taxes. We should have a program for reduced property taxes for people over the age of 65.

The City council and the Mayor need to get along. Just because two disagree with the big wigs on the council doesn't make them bad guys.

Cheyenne is a great place to live with its small problems it still beats places I have lived in the past 25 years. I plan to stay and retire and die here.

You cannot improve a city by doing everything the same as you always have with the same people that have always done it. Our history is important but so is the future.

How can you force new developments to have paved roads when there are still roads in the city unpaved?

Cheyenne is a decent place to raise a family, but we need to do more to make it a place our children want to raise their families and not be so eager to leave when they grow up.

I have found the city a warm and friendly place to live. I believe the city employees have a big hand in this. Their attitudes reflect an overall friendliness. Hats off to them.

I do not like all the billboards at the Wyoming/Colorado border. Why do we have so many in that one place? I would like to see plastic bag recycling and milk jug recycling.

Parking around state offices for the public is bad. We applied for a building permit; had all the aspects checked off and have not received our certificate of occupancy in 5 years. What is going on?

I am strongly in favor of a smoking ban. With less than 30% of the population smoking, 70% of the population has to put up with a minority habit that hurts health. Step up now and be leaders.

Safer mailboxes. No to calming islands. Why is the city charging so much for water when they have some to sell to outside interest? Better pay for police, perhaps it will improve their attitudes.

I think the calming islands force cars too close together and it difficult to turn on to those streets safely. Also the red ribbon along Storey Blvd. looks very out of place and should be removed.

Your plans for 12th street in Sun Valley are someone's nightmare! The plans were changed after the last public meeting. How can you take a major artery and funnel to a side street. 12th St. does need to be fixed not reconfigured!

Cheyenne is a sad town. It is so far behind compared to the rest of the country. All the employers in town want to pay you \$10.00/hr and they think that's good money, it's a joke and our going to have a lot of people move!

Help the down town businesses. Let the small business owner make a choice on the smoking issue. If the city is going to fund the animal shelter, let the city run it and adopt the animals out, not SELL them. Fix the stop light on Allison and 85 its too long.

Get a handle on the city fire department budget. The fire chief has consistently gone over budget with apparent impunity. While the service they provide is vital and I want the best possible fire services. I also want the fire service to be fiscally responsible.

Pursue licensing regulations for county contractors through the Regular metropolitan district. Develop a better relationship with the County commissioners. Create individual responsibility for Councilpersons actions.

I was happy to see that Cheyenne is considering a trash to fuel project. I would like to see Cheyenne consider a rebate program for energy and resource improvements for businesses and homeowners.

Need better-qualified inspectors to sign off contractor work and extras. Doesn't appear that they hold contractors to the specifications and extras. Too much money being spent to contractor's workmanship.

The sanitation services are ridiculous! They need a set pick up schedule and stick to it. They also need to get out of the truck and pick up the extra garbage. I am willing to pay for it. How about a recycling program that is free?

I feel that in my neighborhood there are too many abandoned cars, old furniture, dead trees, un-mowed yards, snow covered sidewalks and way too many stray dogs. I live in the area between KRAE and McDonalds.

Spending is difficult when the only places that get your money are the gas stations and utilities companies. Why do people insist on taxing our groceries, raise our insurance our hospital is not half of what it was 5 years ago. Fuel is outrageous.

Being contract labor I believe that our percentage of voted in tax should not leave our City or County out to bid to anyone out of our county. Laramie county residents should be the only contractors to bid the job we are paying for!

We need to bring companies to Cheyenne that pay more than the usual \$10.00 per hour. Companies that will provide an opportunity for young adults, especially those who have a college degree.

I don't think the animal shelter should be selling puppies for profit; they should adopt them out like most shelters. City council should listen to what the public wants not just what they think is best for the city.

I feel that the bickering and complaining that is being done by a couple of City council members needs to stop. That is not the place for the members to voice their personal vendettas.

I have never seen a town with such a lack of enforcement of trash and junk in neighborhoods, old cars, weeds, trash, scrap materials etc... Why does the city of Cheyenne think that every business needs to build on Dell range Blvd? Extreme over inflated housing market for a community lacking in so many areas.

Cheyenne is obsessed with growth, while ignoring all the aliens and social problems growth will bring. Middle class residents are being victimized and it is never reported in the Wyoming Tribune Eagle. There are too many businesses on Dell Range and they need to be disbursed to other areas of town.

I had a very good job with good pay and benefits the city did nothing to try and keep the company to stay. I now work with a state agency and would like the city to encourage the Governor to help get wages raised. (I make about ½ of what I did). You cant make it on 24, 000 a year. Put in a zoo or different kinds of museums.

From the way Cheyenne is developing it is unclear how you expect to develop any infrastructure when developers are continually allowed to develop land in 5+ acre parcels. How will commercial services develop among the outlying areas if the population density is not allowed to increase to at least suburban levels?

Provide money to complete the skate park as requested by the young people and complete it quickly. Don't put it off. Buy a better paint substance so that lane markings don't wear off after a couple months. The streets should be marked well everywhere and at all times not just Frontier Days.

City Council and the Mayor need to focus on more citizen needs rather than leaning toward small interest groups that do not have the interests of the majority of the citizens; also there are too many bars in Cheyenne it would be nice to have non-smoking bars/restaurants and more fun recreational activities for the youth of Cheyenne.

The city and county need to work out their differences. There must be more honesty from the city on their agendas and the county residents must pay for the city services they benefit from. This can't be worked out on the backs of developers or we wont have enough affordable housing.

We moved to Cheyenne in 2001 and the purchase price of our home at 129,000 was a budgetary stretch. In 2006 there is no way that we could afford to purchase in this same neighborhood. (190,000-plus) A great investment as a current homeowner; however...If one sells where do you go?

Concerned about over building not enough green space. Add to the Green way. We love the new parks. Smoke free environments. We need more things for youth to do. Continue to beautify Cheyenne including downtown area. Recruit more restaurants (Black Eyed Pea).

We live right on Yellowstone road. I am all in favor of monitoring the traffic speeds, etc. I realize that some growth is imperative, but do not want to be living in a metro environment or experience problems associated with growing too quickly. (Crime rate, housing etc.)

I hope Maggie Carter is convicted of a felony. I think the city attorney should be fired. I think the police should have been able to avoid killing Joshua Rogers. I think that the city spends much money unwisely; for example spray park, parking structure, traffic calming devices, and downtown street intrusions.

Our daughter was raped with Vice President Cheney was in town. It wasn't investigated until after he left. Our life has never gotten back to normal. Wife and daughter had to live in Oregon for 10 months. Two households on one income. Lady detective treated daughter badly police force needs OVERHAULED.

The image of Cheyenne is severely over inflated. Housing prices are outrageous, cost of living is extremely high and people think Cheyenne is something special when it is not. If I have my way my future time spent in Wyoming will not be south of Casper.

Please stop destroying all of the history in the downtown area.

As a grandmother, I think we need more places, such as an event center like they have in Casper, for things like the ice skating shows, wrestling, sports, music concerts. A lot of people cannot afford to travel to places like Denver or Casper to enjoy these events. As the capital of our state we should be able to offer these things to our citizens, especially our young people. There may be less drug and alcohol abuse.

We have a seriously dangerous situation with out of control careless drivers. I have at least one near miss everyday due to stupidity of others running red lights, changing lanes, tailgating etc. Also very tired of the good "good ole boy" system, businesses going to Colorado, etc. Even our local news station has branched to Ft. Collins.

This town only seems interested in making money (annexation) and keeping the privileged happy. Anyone that isn't in total agreement is chastised (2 city council members). The handling of downtown fire is shameful and the Mayor owes the bakery owner an apology. I am embarrassed about how the Mayor and the majority City Council conducts itself.

In the last 5 years I have seen nothing but growth in Cheyenne; Super Wal-mart, Wal-mart distribution center, Home Depot, Lowes, etc...Keep up the good work and reach for more! I hope that Cheyenne doesn't go the way of Laramie and become totally non-smoking. Business owners should be able to choose. Workers can work somewhere else, and customers can go somewhere else. As law increase freedom dies.

Business recruitment needs to focus on businesses whose wages are better than just livable. It is extremely hard to find employment in this city that is based on college-educated skills and that pays accordingly. Maybe parents and students would take education opportunities more seriously if there were abundant jobs that required college education and just the ability to lift 50 lbs.

Please teach the Cheyenne PD about disabled veteran plates. There are a lot of us that do not know our plates have expired. Think about it we do not get a card in the mail. Also why would we drive on expired plates when they are free!! Not happy with purchase of Belvoir ranch for city landfill paid too much Not satisfied with the forced annexation.

I would like to see more activities and more of an outreach program for disabled people. Many of these people spend 24/7 without any companionship. I also have a real big problem with the animal shelter raising their rates so high people like me who live on less that 600.00 per month could afford a new pet when sometimes their pet dies and it was their only source of companionship.

With all the mineral rights, Refinery, Coal, Sugar and Beef I feel we should get a come back on the monies. Being a homeowner and voting there should be a better way to take care of the people. Especially the low income this is a serious and important issue. The price of water because of drought then it was lifted the end of the summer but our surcharges were not lifted. Instead the bill goes up. Then to sell water this is surreal.

We are seen changes in Cheyenne that disturb us to the point of looking at other in Wy. We see growth while beautiful lawns turn to bare dirt and big trees cut live "they might fall" or they are dying from weakening from lack of water. We see rock, which absorbs heat replacing cooling shade, as our summers get hotter. We see more of what we wanted to avoid when we chose Cheyenne. Traffic/Crime we see Ft. Collins.

Cheyenne used to be a nice small town with the growth and spend mentality of the Mayor and Council it has become a town that is not nice to live in. With the increased taxes and cost of utilities it is getting to the point that I may not be able to live here. I do not enjoy Cheyenne as I used to. However I feel that I am stuck here, as with my physical conditions I don't know if I could stand a move. I am a 35-year Cheyenne resident and it has not improved in the last 15 years.

There needs to be some incentive for young people to stay in Cheyenne. There also needs to be some help for people who find themselves in medical crisis due to long-term illnesses or disabilities. Affordable health insurance for people without insurance.

Since we are short of water, don't you think we should slow down development? In many instances government can be an enabler but cannot and should not attempt to be the main provider for many services.

I do think new businesses would be beneficial to the community, if they provide good quality jobs for the low-income families who reside here. However we don't want to attract so much business and population that our community becomes polluted like those of Colorado. A free spay and neuter program for low-income families would help decrease our stray animal over population. Maybe local veterinarians will take turns volunteering their service for this?

The City administration does not like views other than their own. All views need to be respected even those that are different. The so-called City leaders used to respect the fact that all City Council members have been elected and represent a constituent base. They are being rude and disrespectful to the council members who are representation a view they don't like but a real view of the voters. Be careful more disrespect to the 2 members that raise questions could result in your political downfall.

I was born and raised here, but over the years have many other places, both in the U.S. and overseas, but I always come back to Cheyenne. I liked the smaller city and friendly people. These both are disappearing fast from our city. Growth is not always good. People come here wanting to avoid taxes, but then we have to raise taxes to go with the growth. Our wages do not grow as this process happens. The newcomers get the jobs and the locals get shut out, especially as we get older. Growth brings ore crime, more traffic and accidents. As the saying goes if its not broke don't fix it. Now Cheyenne is broken and growth will not fix it. Growth only brings more breakage in many forms.